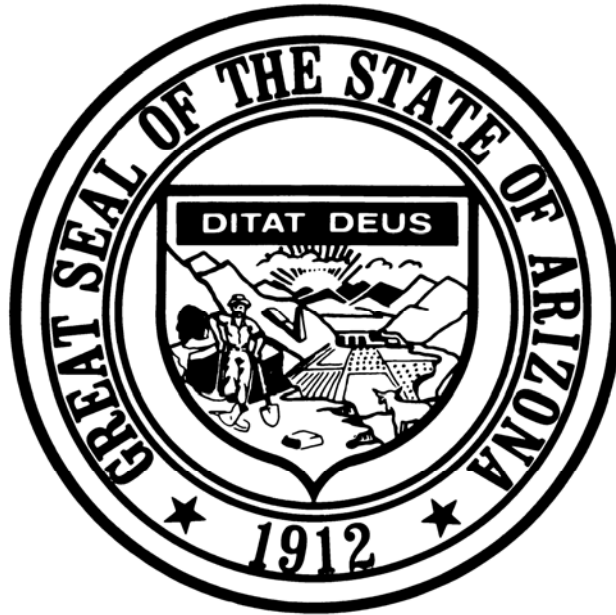


State of Arizona

Food Stamp Employment and Training

Policy Manual



**ARIZONA DEPARTMENT OF ECONOMIC SECURITY
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Employment Administration**

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**FOOD STAMP EMPLOYMENT
AND TRAINING PROGRAM**
PROGRAM INSTRUCTIONS: DES 2-1-14
SUBJECT: TABLE OF CONTENTS

100 PURPOSE AND SCOPE

This section describes the purpose and scope of the Food Stamp Employment and Training (FS E&T) Program, based on the Food Stamp Act of 1977 and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).

200 REFERRAL, EXEMPTIONS, SELECTION, AND NOTIFICATION

This section describes the Family Assistance Administration's (FAA) referral of Food Stamp recipients and the FS E&T Program selection and notification processes. Included are FAA determinations of exemptions and able-bodied work requirement exemption criteria.

300 ORIENTATION/INITIAL INTERVIEW AND ASSESSMENT

This section describes the flow of participants through the Orientation/Initial Interview and Assessment. Upon selecting a Food Stamp recipient from the referral file, Program staff must notify the individual of the place, time, and location of the orientation/initial interview. All Program participants are required to complete or assist in completing an assessment. See [Assessment](#). Staff shall utilize the assessment as a tool to determine the employability potential of the participant.

400 WORK ACTIVITIES

This section describes work activities in the FS E&T Program and provides the criteria to be used in making assignments. Federal law specifies which work activities are countable for block grant funding purposes. Unsubsidized employment is the first consideration. Federal law specifies which work activities are countable for block grant funding purposes. Staff are encouraged to use multiple activities whenever possible and appropriate.

500 PARTICIPATION

Participation in FS E&T Program activities is required for all individuals receiving Food Stamps, unless they are exempt. See [Exemptions From FS E&T Participation](#). Staff must ensure that all individuals begin participation immediately. Program participation must begin no later than one week following registration. Staff must ensure participation in Program activities is continuous for all participants unless they qualify for an exemption.

600 FS E&T PROGRAM SERVICES AND PAYMENTS

This section contains the policies for providing and purchasing FS E&T Program services. Program services are provided to participants for the purpose of enabling participation in FS E&T Program activities.

700 DISQUALIFICATION

When an individual does not participate within FS E&T Program requirements, without good cause, they are subject to disqualification of their Food Stamp benefits. The length of the disqualification period depends upon whether the participant has been disqualified for FS E&T Program noncompliance in the past. This section covers the processes for handling noncompliance issues. It also covers good cause and the duties of the FS E&T Program and FAA in the disqualification process.

800 GENERAL INFORMATION

This section includes information regarding case record information, case progress notes, case closures, home visits, facilitating participant independence, documenting unusual incidents, volunteers, civil rights, grievances, and issue resolution. The policies herein apply to all FS E&T Program participants unless otherwise indicated.

900 ACRONYMS AND DEFINITIONS

This section includes commonly used acronyms and definitions used throughout the Food Stamp Employment and Training Policy Manual.


**FOOD STAMP EMPLOYMENT
AND TRAINING PROGRAM**
**PROGRAM INSTRUCTIONS:
DES 2-1-14.100**
SUBJECT: PURPOSE AND SCOPE

100 PURPOSE AND SCOPE

This section describes the purpose and scope of the Food Stamp Employment and Training (FS E&T) Program, based on the Food Stamp Act of 1977 and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).

101 PURPOSE

The Food Stamp Act of 1977 established the FS E & T Program. The Program provides skills and training assistance to eligible Food Stamp recipients. The Program goal is to promote participant employment and decrease long-term Food Stamp dependence.

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) amended the Food Stamp Act allowing states to simplify their Food Stamp Programs to more closely compare the policies and procedures under the Temporary Assistance for Needy Families (TANF) Title IV-A provisions. PRWORA also requires Able-Bodied Adults Without Dependents (ABAWD) to meet able-bodied work requirements in order to continue receiving Food Stamps.

The purpose of the FS E&T Program is to improve the employability of household members through actual work experience and/or training. Enabling individuals employed or trained under this program to move promptly into permanent unsubsidized employment.

This manual contains the policies governing the administration of the FS E&T Program in Arizona. It is issued to staff of the Department of Economic Security (DES); Employment Administration (EA) in order to provide the necessary guidelines for ongoing program operations. Procedures are contained in the stand-alone Food Stamp Employment and Training Users Guide.

Authority

The Code of Federal Regulations, Title 7, Parts 271-283 provides the authority for the policies set forth in this document and is available in its entirety at:
<http://ecfr.gpoaccess.gov/>.

Missions

DES promotes the safety, well-being, and self-sufficiency of children, adults, and families. The Division of Employment and Rehabilitation Services (DERS) is dedicated to assisting Arizonans to find and maintain meaningful work and independence and developing a skilled productive and resilient workforce. The FS E&T Program emphasizes self-sufficiency through employment and is based on the expectation that individuals referred to the program can work.

102 SCOPE

Within the context of both federal regulations and state statutes, EA administers the FS E&T program with the following goals and objectives in mind:

- Keeping families together by promoting self-sufficiency;
- Holding individuals accountable for complying with program requirements;
- Expediting service delivery to promote early exit from the Food Stamp (FS) Program;
- Increasing program effectiveness and efficiency through automation and integration of services;
- Including private sectors and community and faith based organizations for coordination and provision of program services; and
- Preventing fraud and abuse within the FS Programs.

Client Flow

Client flow emphasizes the earliest possible employment and levels of service ranging from self-service, to group services, to individualized services. Recipients may be assisted through community and faith-based organizations for employment and services. The FS E&T Program utilizes inter-agency referrals to programs, such as Employment Services, Unemployment Insurance, Child Care, Child Support Enforcement, and other DES programs or community agencies.

Work Focus

Work focus is based on having both high expectations of participants and the belief that the best way to succeed in the labor market is to enter it, learning the skills needed to obtain and retain employment. Staff must assign activities based on a work focus which utilizes the labor market as the test of a participant's employability.

All employable individuals are required to participate in the development of, and to complete activities included in, an Employment and Career Development Plan (ECDP) to ensure the transition from Food Stamps into employment. Participants will have an individual interview with staff, focusing on employment planning. Activities included in the ECDP shall be those that move the participant into employment as quickly as possible.

Work Requirements

All individuals receiving Food Stamps are required to participate in the FS E&T Program, unless exempt, in order to meet federal work requirements. See [Exemptions](#). ABAWD can receive only 3 full months of Food Stamp benefits during a continuous 36 month period **unless** they meet the ABAWD work requirements or they are otherwise exempt. See [ABAWD Exemptions](#). Work requirements include:

- Work (including self-employment, volunteer and in-kind work) 20 hours or more per week, averaged monthly;
- Satisfactorily participate 20 hours or more per week in the FS E&T Program (including job search or job search training) or the Trade Adjustment Assistance Act (TAA) Program; and
- Participate in a work experience program up to the maximum number of hours allowed under the Fair Labor Standards Act (FLSA) within 30 consecutive days.

103 CHANGES IN POLICIES AND PROCEDURES

Manual revisions are scheduled at least quarterly. Between revisions, when policy must be changed, Policy Broadcasts are issued to staff through e-mail.

104 PROGRAM STAFF APPLYING REASONABLE JUDGMENT

Although this manual is written and updated based on the most current federal and state laws and regulations, there may be circumstances which are not specifically addressed. Staff are expected to research any questionable or unusual situations thoroughly using materials available. Staff may then consult with their supervisor in order to come to a fair and reasonable decision, based on Program experience and knowledge. When after diligent research into the circumstances in question and after consultation with the supervisor a decision cannot be reached, clarification may be requested through email from the Employment Administration (EA) Policy & Training Unit.

When a decision is reached, FS E&T Program staff must document the case *Progress Notes* (JA-011) with the reasoning that led to the decision, including policy references used.

105 QUESTIONS REGARDING POLICY OR PROCEDURES

All staff requests for technical assistance regarding policy or procedures **that cannot be resolved at the regional level** may be submitted to the Policy & Training Unit utilizing regional procedures. Such requests for technical assistance must be elevated by the regional representative through e-mail to the EA Policy & Training Unit at **+EA Policy**.

106 AVAILABILITY OF MANUAL MATERIAL

The FS E&T Policy Manual, revision number 01, effective November 1, 2007, shall be used to administer the Program. The FS E&T On-Line Policy Manual is available on the Food Stamp Employment and Training home page at: <http://www.azdes.gov>.


**FOOD STAMP EMPLOYMENT
AND TRAINING PROGRAM**
**PROGRAM INSTRUCTIONS:
DES 2-1-14.200**
SUBJECT: REFERRAL, EXEMPTIONS, SELECTION, AND NOTIFICATION
200 REFERRAL, EXEMPTIONS, SELECTION, AND NOTIFICATION

This section describes the Family Assistance Administration's (FAA) referral of Food Stamp recipients and the FS E&T Program selection and notification processes. Included are FAA determinations of exemptions and able-bodied work requirement exemption criteria.

201 FAA REFERRALS

FAA reviews all applications (new and renewals) for mandatory referral or exemption from referral to the FS E&T Program. FAA staff must inform all Food Stamp applicants of their mandatory responsibility to participate in the FS E&T Program as a condition of receiving Food Stamps. FAA staff will also explain the supportive services available while participating in the FS E&T Program. FAA staff are responsible for entering information in their system which interfaces with the system used by the FS E&T Program, generating the referral. Refer to the Food Stamp Employment and Training Users Guide for the procedures related to the referral process.

Non-ABAWD Mandatory Participants

Non-ABAWD mandatory individuals referred to the FS E&T Program must engage in work activities. See [Work Activities](#). Refer to the Food Stamp Employment and Training Users Guide for the procedures related to work activities.

ABAWD Mandatory Participants

ABAWD mandatory individuals referred to the FS E&T Program must engage in work activities that meet the ABAWD work requirements. Refer to the Food Stamp Employment and Training Users Guide for the procedures related to ABAWD work requirements.

Exempt Individuals Who Request Services

Participants who are exempt from FS E&T work requirements must not be referred to the FS E&T Program by FAA staff. Instead, FAA staff and/or FS E&T Program staff must verbally refer these individuals seeking employment services directly to the Employment Administration.

202 EXEMPTIONS FROM FS E&T PARTICIPATION

Participation in the FS E&T Program is required, unless the Food Stamp recipient is determined at anytime to be exempt. FAA staff grants the exemption and their decision is binding.

Registration Exemptions

Food Stamp recipients are exempt from FS E&T work registration when they meet one of the following requirements:

- Under age 18 or over age 59. A Food Stamp recipient age 16 or 17 is **NOT exempt** when the following conditions are met:
 - Is the head of household (HOH);
 - Is not attending an educational activity at least half-time, as designated by the school, or enrolled in an employment training program on at least a half-time basis; or
 - Is placed in an educational activity **after** selection by the FS E&T Program.
 - Responsible for the care of a dependent child under the age of 6. Only one parent **or** other household member can be exempt for this reason.
 - Personally providing care for an incapacitated child under age 18 residing in the same household and DES child care cannot be guaranteed. FS E&T Program staff must determine the availability of child care. When FS E&T Program staff cannot guarantee child care needs, FAA staff must be informed via the ACTS process. See [Child Care](#). Only one parent in the home is allowed this exemption.
 - Physically or mentally incapable of engaging in gainful employment. The claim of disability must be supported by one of the following methods:
 - Verified receipt of temporary or permanent disability.
- Note:** Veterans Administration disability benefits must be rated/paid as total disability by the Veterans Administration to qualify.
- Observation of the disability by FAA staff is accepted as verification.
 - A written statement that supports the extent and anticipated length of the disability from a licensed physician, including medical doctors, doctors of osteopathy, doctors of naturopathic medicine, chiropractors, psychiatrists, physician's assistant, board-certified psychologist or other authorized personnel acting on the doctor's behalf, practicing in the United States. For FS E&T exemption purposes, the licensed physician is not required to be licensed in Arizona.
 - Regularly participating in a drug addiction or alcohol treatment and rehabilitation program. When questionable, FAA staff must verify participation by contacting the appropriate center and using their definition of regular participation.

- Employed or self-employed for a minimum of 30 hours weekly **or** employed with weekly earnings that equal or exceed the federal minimum wage or the training wage multiplied by 30 hours. This includes migrant and seasonal farm workers who are following the job stream, not living in their home project area, working a minimum of 30 hours weekly or who are under contract/agreement to begin employment within 30 days.

When a person is self-employed and working less than 30 hours weekly, the gross income less allowable costs of producing self-employment income must equal the federal minimum wage multiplied by 30 hours. Include the hours for which an employed individual receives in-kind income when calculating the 30 hours of weekly work. **Do not** include hours employed in volunteer work in which no wages or in-kind income are paid when calculating the 30 hours per week.

- Responsible for the care of an incapacitated person. The incapacitated person need not be a household member or be residing in the same living quarters. A written statement from a licensed physician that supports the incapacitated person's need for care shall be considered verification.
- Eligible for the Refugee Resettlement Program (RRP). Individuals eligible for RRP are subject to work programs provided by RRP private sector providers or DES Employment Services. Participation in RRP is limited to an 8 month period immediately following the refugee's entrance into the United States. The exemption must be closely monitored at the time of renewal of Food Stamp benefits.
- Temporary Assistance to Needy Families (TANF) cash assistance recipients are subject to TANF work requirements exempting them from participation in the FS E&T work requirements.
- Participating in the Tribal Native Employment Works Program (Tribal NEW).
- Enrolled at least half-time, as defined by the institution, in any recognized school, including high school, training program, or institution of higher education, providing the placement in these educational activities are not the result of participation in the FS E&T Program. This includes persons who attend vocational training or GED classes, preparatory to the GED examination, which meet for fewer hours per week than **regular** school classes. This **DOES NOT** include persons who take classes by correspondence and do not attend classes in person.

The schools definition of **at least half-time** can be determined through direct contact with the school or from official school publications. When there is no official definition of a **half-time** student, the minimum number of hours required to be considered full-time or the average number of hours spent in class by a full-time student in the particular course, must be divided by two. The student shall remain exempt during normal periods of class attendance, vacation and recess, unless the student graduates, is suspended, expelled, drops out or does not intend to register for the next normal school term (excluding summer sessions).

- Individuals who have applied for or are receiving Unemployment Insurance (UI). ABAWDS who have applied for UI, but are in pending status, are exempt because they are required to register for work with Employment Services as part of the UI application process.

Participation Exemptions

Food Stamp recipients who are not exempt from work registration are exempt from FS E&T Program participation requirement when they meet one of the following:

- Food Stamp recipients whose case is assigned to a geographically exempt FAA local office are exempt from participation in the FS E&T Program. FAA grants this exemption and their decision is binding.
- Laid-off from work or temporarily unemployed for a period anticipated to be sixty calendar days or less. This includes farm workers who cannot work due to weather conditions.
- Homeless **Non-ABAWD** participants living at a nonpermanent address, including those who:
 - Lack a fixed and regular nighttime residence; or
 - Have one of the following as a primary nighttime residence:
 - A supervised shelter (homeless shelter or welfare hotel) designed to provide temporary accommodations to homeless individuals;
 - A half-way house or similar institution that provides temporary residence for individuals; or
 - A place not designed for, or ordinarily used as, a regular sleeping accommodation for people, such as a hallway, bus station, car, park, sidewalk, etc.

Note: ABAWDS do not qualify for the homeless exemption.

- Pregnant beginning with the second trimester. Verification of pregnancy and the expected date of delivery must be verified by a statement from a licensed physician including medical doctors, doctors of osteopathy, doctors of naturopathic medicine, chiropractors, psychiatrists, physician's assistant or board-certified psychologists practicing in the United States.

- Residing in a remote area. Remote status is limited to individuals whose residence is more than 2 hours (round trip) from the designated FS E&T Program local office. The 2 hours is determined using either of the following:
 - Reasonably available public or usable private transportation. This must include the time taken to walk from the individual's home to the bus stop, travel time on the bus, transfer waiting time, walking time from bus stop to the work program office, and waiting for the return bus.
 - Walking, when other transportation is not available.
- Between the ages of 55 to 59; who are participating in Senior Community Service Employment Program Title V.
- Has a Food Stamp certification period of 2 months or less.

ABAWD Exemptions

ABAWDS are not subject to the 3 month time limit for receipt of Food Stamps when at least 1 of the following applies:

- Under the age of 18 or over the age of 50. The 18 year old is exempt through the month in which they turn 18 years old. The 50 year old becomes exempt the month in which they turn 50 years old.
- **Residing** with a minor child under 18 years of age. The ABAWD is not required to be a member of the same budgetary unit as the minor to qualify for this exemption. As long as there is at least one minor in the home, there is no limit to the number of ABAWDS who can qualify for this exemption. This exemption applies through the month in which the minor turns 18 years old.
- Physically or mentally disabled and incapable of working. The claim of disability may be supported by one of the following methods:
 - An obvious disability, documented by FAA staff; or
 - Receipt of SSI, SSDI, Industrial Compensation, or VA disability benefits. **Note:** VA disability benefits must be rated/paid as total disability by the VA to qualify.
 - A **temporarily** disabled ABAWD may not receive a disability benefit and the disability may not be obvious. When this occurs, a written statement that supports the extent and anticipated length of the disability from a licensed physician including medical doctors, doctors of osteopathy, doctors of naturopathic medicine, chiropractors, psychiatrists, physician's assistant or board-certified psychologists practicing in the United States is considered verification.

- Receiving treatment as an inpatient or outpatient in a drug or alcoholic treatment and rehabilitation program. The Center must be contacted to verify the anticipated length of participation in the program. The length of the exemption from work requirements must be equal to the anticipated length of participation in the rehabilitation program.
- Individuals (both native and non-native), residing in the following counties and reservations, identified as having high unemployment are geographically exempt from the able-bodied work requirement:

COUNTIES/RESERVATIONS	EXEMPTION STATUS
APACHE	EXEMPT
COCHISE	EXEMPT
COCONINO	EXEMPT
FORT MCDOWELL	EXEMPT
GILA	EXEMPT
GRAHAM	EXEMPT
GREENLEE	EXEMPT
LA PAZ	EXEMPT
MARICOPA	NOT EXEMPT with the exception being the cities of El Mirage, Sun City West, and Youngtown.
MOHAVE	EXEMPT
NAVAJO	EXEMPT
PASCUA YAQUI	EXEMPT
PIMA	NOT EXEMPT with the exception being the cities of Ajo and Sells.
PINAL	EXEMPT
SALT RIVER	EXEMPT
SANTA CRUZ	EXEMPT
TOHONO O'ODHAM	EXEMPT
YAVAPAI	EXEMPT
YUMA	EXEMPT

- Providing care for an incapacitated individual for at least 20 hours per week. The person needing care is not required to reside with the ABAWD. A written statement from a licensed physician including medical doctors, doctors of osteopathy, doctors of naturopathic medicine, chiropractors, psychiatrists, physician's assistant or board-certified psychologists practicing in the United States, that supports the incapacitated person's need for care shall be considered verification.
- Pregnant, regardless of trimester. A written statement, including the expected date of delivery from a licensed physician, including medical doctors or doctors of osteopathy practicing in the United States is considered verification.
- Attending a school, training program, or college at least half-time. Half-time attendance in high school or college is defined by the institution. Half-time attendance in trade or technical schools involving shop is 15 hours a week. A program without shop is 12 ½ hours a week.

- Individuals who have applied for or are receiving Unemployment Insurance (UI). ABAWDS whose UI application is in pending status are exempt because they are required to register for work with the Employment Services office as part of the UI application process.
- Temporary Assistance to Needy Families (TANF) cash assistance recipients are subject to TANF work requirements, exempting them from participation in the FS E&T Program.
- Participating in Tribal NEW.
- ABAWDS who are receiving Food Stamp Transitional Assistance (TBA) benefits.

203 FS E&T SELECTIONS

Referral of participants from FAA to the FS E&T Program occurs through system interface. FS E&T staff shall complete the selection process in accordance with the procedures for priority of selection available in the Food Stamp Employment and Training Users Guide.

204 NOTIFICATION

All Individuals must be notified either verbally or in writing of their requirement to report for a FS E&T Program orientation/initial interview.

205 CASE RECORD SET-UP

Staff must establish a case record for all participants who are selected. This includes records for participants who are subsequently found to be exempt.

Previous Referral to The FS E& T Program

When individuals are registered and a case record already exists Program staff must retrieve, by the day of initial interview, the existing closed case record for review. See [Case Record Information](#).

First Referral to The FS E&T Program

When individuals are registered and no case record exists, a 6 part case file record must be established. The case record must be set up per instructions in Food Stamp Employment and Training Users Guide.

Failure to Report

When individuals fail to report, Program staff must establish a 2 part case record.


**FOOD STAMP EMPLOYMENT
AND TRAINING PROGRAM**
**PROGRAM INSTRUCTIONS:
DES 2-1-14.300**
SUBJECT: ORIENTATION/INITIAL INTERVIEW AND ASSESSMENT
300 ORIENTATION/INITIAL INTERVIEW AND ASSESSMENT

This section describes the flow of participants through the Orientation/Initial Interview and Assessment. Upon selecting a Food Stamp recipient from the referral file, Program staff must notify the individual of the place, time, and location of the orientation/initial interview. All Program participants are required to complete or assist in completing an assessment. See [Assessment](#). Staff shall utilize the assessment as a tool to determine the employability potential of the participant.

301 ORIENTATION/INITIAL INTERVIEW

The orientation and initial introduction to the FS E&T Program is generally the first contact the participant will have with Program staff and may be conducted in a group setting or one-on-one. This opportunity should be utilized by staff to build rapport and establish trust with our participants. At the orientation/initial interview staff will provide an overview of the FS E&T Program, including information regarding the rights and responsibilities of the participant and the DES Child Care Program. Staff will complete assessments and together, with the participant, develop a comprehensive Employment and Career Development Plan.

Topics

Each of the following topics must be covered during the orientation/initial interview process:

- Purpose and goals of the FS E&T Program;
- Work activities;
- Supportive services;
- Scheduling and rescheduling appointments;
- Rights and responsibilities;
- Consequences of non-compliance;
- Importance of reporting changes;
- The fair hearing process; and
- Completion of forms.

Length of Orientation/Initial Interview

The participant is informed in the Food Stamp Orientation (JB-001 or JB-011) notice that the orientation/initial interview can last up to 4 hours. Staff shall allow sufficient time during the orientation/initial interview to provide complete information to the participant and to answer all of their questions.

Failure to Reschedule or Complete the Orientation/Initial Interview

Individuals who fail to appear for the orientation/initial interview appointment have until close of business on the 10th calendar day from the original interview date to complete the orientation/initial interview. Refer to the Food Stamp Employment and Training Users Guide for procedures on rescheduling appointments and the disqualification process.

302 ASSESSMENT

Assessment is the process of gathering and evaluating data regarding the factors that affect the participant's employability (work history, reasons for leaving previous employment, salary history, education and training, etc.). All individuals are required to complete or assist in the completion of the *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish), which is an assessment tool used to help determine appropriate work activities. Refer to the Food Stamp Employment and Training Users Guide for procedures related to this process.

Staff will focus more heavily on assessment at the orientation/initial interview and will continuously update and revise the data as an ongoing process. Staff will use a strength-based approach to assessment that is holistic and family oriented, taking into account the situation of **all** family members living in the household to help determine the participant's life circumstances. Assessments should identify participant motivations, strengths, barriers, and resources.

Additional In-Depth Assessment

Staff may determine that certain participants would benefit from further employment-focused assessment. Examples of situations that may call for additional in-depth assessment include, but are not limited to:

- The participant has been unable to identify career interests or goals.
- A career change is needed due to outdated skills, changes in the labor market, or physical limitations.
- The participant has little formal education, appears to be low functioning and needs to have literacy levels determined. Basic literacy is defined as functioning at an 8.9 grade level or above.
- Have a limited ability to speak English, requiring a determination for ESOL.
- Are being considered for a vocational educational training program. Staff will use in-depth assessments to determine whether the following apply:
 - The participant has the skills and education level needed to successfully complete the program and
 - The vocation or career is the most appropriate for the participant.

- Are perceived to have a possible learning disability based on assessment of the participant's stated, observed, or suspected difficulties that may affect their ability to obtain or retain employment.

Staff provide an assessment and determination of whether a referral for [supportive services](#) or [community resources](#) is necessary by utilizing existing assessment results, when possible, and working with providers to avoid duplication. Tests and evaluations are generally conducted for participants on an infrequent basis, when staff have clearly identified the need. When further assessment is needed, staff must determine whether tests or evaluations can be administered in-house, before referrals to providers are considered. The following testing and evaluation tools may be used to determine literacy levels, vocational interests, and aptitudes:

- Academic achievement tests:
 - TABE - Test of Adult Basic Education;
 - ABLE - Adult Basic Learning Exam; and
 - Gates-MacGinitie - Reading/Comprehension Test.
- Vocational evaluations, including aptitude tests:
 - Interest inventories;
 - Career exploration; and
 - GATB - General Aptitude Test Battery.

When staff cannot administer the required tests or evaluations, the participant will be referred to an outside provider for these services. Refer to the Food Stamp Employment and Training Users Guide for procedures relating to this process.

Recording Assessment

Staff must record the time spent in assessment in the system. Refer to the Food Stamp Employment and Training Users Guide for procedures relating to this process.

303 RIGHTS AND RESPONSIBILITIES

The *Rights and Responsibilities* (JA-002 English or JA-002-S Spanish) is an agreement between the participant and the FS E&T Program. The agreement describes the rights and responsibilities of the participant, as well as the responsibilities of the FS E&T Program to the participant. Program staff must explain the participant's rights and responsibilities. The participant and staff will both sign the *Rights and Responsibilities* to indicate that the participant has received an explanation of the program and understand their rights and responsibilities in the FS E&T Program.

Refusal to Sign

The participant and FS E&T Program staff are expected to sign the *Rights and Responsibilities* (JA-002 English or JA-002-S Spanish), *Application for Child Care Assistance Rights and Responsibilities* (CC-001-A-page 2), and the *ECDP*, as well as other forms. The signatures affirm that the participant has received an explanation of the program and understands their rights and responsibilities.

When the participant refuses to sign the forms, the participant will not be disqualified. Staff will complete the following steps:

- Annotate the form with “*participant refuses to sign*”;
- Sign their own name indicating that the participant was provided a copy and an explanation of the form; and
- Document the case *Progress Notes* (JA-011) with the participant's refusal to sign.

304 EMPLOYMENT AND CAREER DEVELOPMENT PLAN (ECDP)

The ECDP is created through conversation and interaction between the participant and staff and by information gathered through assessments. It is an agreement between the participant and staff. The ECDP is used to record employment goals, work activities, supportive services, and the signature of staff and the participant. Included in the ECDP are well-defined action steps for the participant and staff, creating an understanding of each party's role in implementing the plan. The ECDP must be designed to ensure the transition of the participant to employment at the earliest opportunity.

Employment Goals

Employment goals should be realistic to enable the participant to become employed at the earliest opportunity. The local labor market and the ability of the participant must be considered when assisting the participant in identifying employment goals.

Work Activities

Work activities enable the participant to reach their employment goal. Staff shall explore allowable activities with the participant. Skilled staff will assist in creating a plan that is most beneficial for the participant and their family needs, while staying within program guidelines. The plan must also include clear-cut information for the participant, such as the locations for each assigned activity, the time frames for completing each activity, and the weekly hours of scheduled participation in each activity.

Required Signatures

Staff must ensure that the participant **understands** how to execute the plan. The signatures of the participant and staff are required on the ECDP to document mutual agreement and understanding. When the individual refuses to sign the *ECDP*, see [Refusal to Sign](#).

Ongoing Case Management

As the participant implements the ECDP, it will be necessary to monitor their progress. This opportunity should be used to give positive reinforcement for any successes no matter how small. When a participant is experiencing difficulty implementing the plan, staff should explore the reasons for the difficulty. Identify what is working and what is not working in the plan and make revisions to the ECDP when necessary. The need for further assessments may also be identified.

Revising the ECDP

It is critical that the *ECDP* be kept up-to-date because the participation hours and activities scheduled in the *ECDP* must reflect the most current work activities, supportive services and time frames required to achieve the employment goal. Staff and the participant may revise the *ECDP*, as necessary. Refer to the Food Stamp Employment and Training Users Guide for procedures relating to this process.

305 TIME LIMITS

ABAWD may receive services from the FS E&T Program on a continuous basis **as long as they continue receiving Food Stamps and meet the ABAWD work requirements.**

Note: Certain FS E&T Program services are subject to expenditure limitations. Refer to [General Eligibility for FS E&T Program Services](#) for expenditure limitations related to a particular Program service.

306 DOMESTIC VIOLENCE

For participants currently experiencing domestic violence, the threat of violence may prevent them from participating in the FS E&T Program. Staff must treat all claims of domestic violence as valid and act immediately to determine whether a referral needs to be pended. See [Pending Participation](#).

Identifying Domestic Violence

Domestic violence may be identified verbally by the participant or through the *Case Management Screening Guide* (JOB-1091A English or JOB-1091S Spanish). Participants may identify themselves or their child (ren) as victims of domestic violence or the existence of such a situation at any time. Incidences of domestic violence include, but are not limited to:

- Acts that resulted in an immediate threat of physical injury to the participant and/or the participant's child(ren). The participant must be allowed to define their perception of immediate threat.
- Sexual abuse.
- Sexual activity involving a child.
- Nonconsensual sexual acts or activities.
- Threats of, or attempts to commit, physical abuse or sexual abuse.
- Mental abuse.
- Neglect or deprivation of medical care or daily living necessities (such as being forced to sleep outside; being locked out of the home, or other similar circumstances).
- Stalking.

Determinations

Staff must evaluate all claims of domestic violence to determine whether the participant's referral should be temporarily pended. See [Pending Participation](#). To substantiate claims of domestic violence, staff must complete the following:

- Request that the participant provide verification of the domestic violence. See [Domestic Violence Verification](#).
- Determine whether the circumstances prevent the participant from participating and/or discuss with the participant the circumstances that may indicate current occurrences of domestic violence and the impact on the participant's ability to safely participate in the FS E&T Program.
- Request that the individual provide verification of the domestic violence when participation is to be interrupted due to domestic violence.

Domestic Violence Verification

When needed, the FS E&T Program case manager shall provide assistance in obtaining verification. Examples of verification may include, but are not limited to, the following:

- Declarative statements from the participant. The participant must be allowed to define their perception of immediate threat. Declarative statements may be the only method a participant claiming domestic violence has of providing verification, even though other methods may be available. Staff must use [reasonable judgment](#) when the participant indicates providing other verification may endanger the safety of participant or their family.
- Police report.
- Court records.
- Medical records.
- Physical evidence of domestic violence.
- Documentation from shelter staff, an attorney, clergy, medical or other professional from which the participant has sought assistance in dealing with domestic violence.
- Statement from DES Child Protective Services (CPS) confirming that substantiating evidence of domestic violence exists within the individual's home and is having an adverse effect on the participant.
- Other corroborating evidence, such as a statement from any other individual with knowledge of the circumstances which provide the basis for the claim.
- Other documentation, which could include news stories from the television, newspaper, or radio.


**FOOD STAMP EMPLOYMENT
AND TRAINING PROGRAM**
**PROGRAM INSTRUCTIONS:
DES 2-1-14.400**
SUBJECT: WORK ACTIVITIES
400 WORK ACTIVITIES

This section describes Program work activities and provides the criteria to be used in making assignments. All work activities must focus on the employment of the participant at the earliest possible opportunity. Unsubsidized employment is the first consideration. Federal law specifies which work activities are countable for block grant funding purposes. Staff are encouraged to use multiple activities, whenever possible and appropriate. All work activities must be monitored as outlined in [Monitoring Activities](#).

401 LABOR EXCHANGE REGISTRATION

Program staff must register all employment-focused participants for potential employment matching through the Labor Exchange utilizing the state's labor exchange system, during the orientation/initial interview or when revising the *ECDP*. Once the participant is registered, Program staff must document the *Case Progress Notes* (JA-011) with the action taken.

402 TYPES OF WORK ACTIVITIES

Each participant must be assigned to work activities for at least the required minimum [participation hours](#). Assignments may be to a single work activity or a combination of work activities as needed, to meet participation requirements. The following six activities shall be assigned to count toward work requirements and should be assigned in order of priority as listed:

1. [Unsubsidized Employment](#);
2. [Job Search](#);
3. [Subsidized Employment](#);
4. [Work Experience](#);
5. [Community Service Programs](#); and
6. [Vocational Educational Training](#).

Unsubsidized Employment

Unsubsidized employment is all full or part-time employment with wages paid in totality by the employer. Helping participants find permanent, unsubsidized employment with wages that meet the fair labor standards and provide a benefits package, which will enable participants to support their families, is the ultimate goal of the FS E&T Program. Unsubsidized employment must meet or exceed the state minimum wage requirements with the exception of self-employment. The following are countable types of unsubsidized employment:

- **Wages and Salaries** are defined as employment in which hourly pay, including tips, meets or exceeds the state minimum wage.
- **Commission Earnings** are defined as earnings from fees or percentages paid for services or the production or sale of goods.
- **Casual Labor** is defined as intermittent or short-term employment with a normal duration of one to three days in length. Countable, casual labor must pay at least the state minimum wage. Examples include, but are not limited to: day labor, short-term babysitting, on-call work, or odd jobs.
- **Self-Employment** is defined as income generated working for one's self rather than for others. Odd jobs or piecework are not considered self-employment.

Program staff must approve all self-employment plans. Program staff must consider the following questions in evaluating the feasibility of the participant's proposed self-employment:

- Is the participant's desire to be self-employed the result of realistic goal setting and planning, including obtaining required licensing, tax information, and other commonly accepted requisites appropriate to the particular type of business they are proposing or operating?
- Does the participant have experience, training, or education in that occupation? If not, is the participant seeking and utilizing resources when available in the community or participating in work experience in that field?
- Is there a demand for such services or products in the local labor market?
- Does the participant have a history of failing at efforts to become self-employed?

As a condition for approval of a self-employment activity, the participant must agree to utilize resources available in the community that specialize in small business development. Staff shall refer the participant to community resources when available. Community resources include, but are not limited to:

- Small Business Development Centers/Community Colleges;
- Small Business Administration;
- Economic Development Organizations;
- Chamber of Commerce; and
- Other organizations in the community that offer assistance (developing business plans; identifying and providing opportunities; identifying and assisting with developing financial resources; etc.) to new businesses at no cost.

The number of hours of self-employment counted toward participation is determined by calculating the individual's gross income, minus business expenses, divided by the federal minimum wage. Staff must evaluate the participant's progress on a regular and prearranged basis to determine whether the participant has achieved the self-employment goals that were established prior to beginning the activity. When, after 90 days, the participant shows considerable progress toward achieving the federal minimum wage, times the minimum required participation hours, staff may approve up to 90 additional days in this self-employment activity.

However, when, after 90 days, the participant does **not** show considerable progress, Staff shall meet with the participant to determine the reasons for the lack of progress. Staff and the participant shall determine whether the participant's *ECDP* is feasible. When it is determined the *ECDP* is not feasible, staff shall assign the participant to other work activities.

- **In-Kind Income** is defined as income not in the form of money payable directly to the household. The value of in-kind income must be considered when entering employment information. Examples of in-kind income include:
 - Non-monetary or in-kind benefits such as food vouchers supplied by community food banks and soup kitchens, clothing, public housing or produce from a garden;
 - School clothing allowances paid in the form of vouchers when paid no more frequently than annually; and
 - The value of housing in exchange for upkeep, repairs, working at, or managing an apartment complex, etc.

Participants may accept any offer of employment even when the employment is not in line with his or her employment goal or even when it does not meet the FS E&T Program countable employment criteria. Individuals may be required to participate in additional Program activities while they are employed when the income from employment is not sufficient to close their Food Stamp case or when the hours of employment do not meet the [required hours of participation](#).

When a participant receives an offer of employment, good cause must be substantiated when any of the following occurs:

- Refuses an offer of employment;
- Reduces hours of employment; or
- Terminates employment, including dismissal by an employer and voluntarily quitting. Examples of conduct that could result in a participant being dismissed by an employer include, but are not limited to, the following:
 - Falsifying information on job applications or employment forms;
 - Poor job performance;
 - Poor work habits, including excessive absenteeism or tardiness; or
 - Behavior in the workplace that violates the employer's rules.

Job Search

Job search is an intensive eight-week (minimum of 20 hours per week) structured activity, in which participants are required to actively seek employment. All eight-weeks do not have to be assigned consecutively.

Those participants with recent work histories, limited barriers to employment, and marketable skills in the local job market must be assigned to this work activity. Assignment is based on information obtained during the initial interview and upon the participant's readiness to seek employment.

Staff must complete the *Job Search Plan* (JA-081 English or JA-081-S Spanish) with the participant, outlining assigned job search activities for at least 5 days per week. When the participant does not participate according to the plan, see [Disqualification](#). The *Job Search Plan* must include the following:

- Job search activities the participant is expected to complete. Staff shall assign the number of in-person employer contacts to be made and recorded weekly on the *Employer Contact Record* (JA-018 English or JA-018-S Spanish) to result in the required participation hours. The number of contacts may vary from area to area and is determined by staff. The number may be based on the local economy, labor market, and other similar considerations.
- The timeframe for the completion of the Job Search activity. All time frames assigned are based on [Job Search Limitations](#).
- Instructions regarding reporting Job Search activities and the results. Program staff must give the participant an *Employer Contact Record* (JA-018 English or JA-018-S Spanish) and provide instructions for its completion.

Job search consists of activities expected to result in a successful search for employment. Job search activities include the following:

- In-person employer contacts;
- Employment Services orientation/registration. Staff must register all employment-focused participants for potential employment-matching through the state's labor exchange system during the initial interview or when revising the *ECDP*. See [Labor Exchange Registration](#). Employment Services may also make other Department of Labor programs or employment incentives available to the participant and/or potential employers.
- Telephone search. Participants may use resources at the local office to telephone search.
- Job clubs. Participants meet for job clubs, at the discretion of Program staff, to share experiences, successes, and job leads. Employers may be present to accept applications and interview prospective employees.

Job Search Limitations

Job Search activities are subject to the following limitations:

- The **minimum** number of employer contacts required monthly is 12. The minimum number may be reduced based on the local economy, labor market, and other similar considerations. When less than the minimum number is assigned, Program staff must obtain supervisory approval and document in the Case Progress Notes.
- Contacts are to be recorded monthly on the *Employer Contact Record* (JA-018 English or JA-018-S Spanish).
- An application must be completed and turned in for at least 11 of the 12 contacts.

Job Search Monitoring

Job Search activities must be monitored weekly, utilizing the *Employer Contact Record* (JA-018 English or JA-018-S Spanish) and *Work Activity Time and TRE Report* (JA-063 English or JA-063-S Spanish), to determine compliance with the *Job Search Plan* (JA-081 English or JA-081-S Spanish). Do not use the *Participant Progress Report* (JA-017 English or JA-017-S Spanish) to monitor job search. Refer to the Food Stamp Employment and Training Users Guide for procedures relating to job search monitoring.

Subsidized Employment

Subsidized employment is paid employment in a public sector, private sector, or any organization that receives a subsidy from TANF or other public funds to offset the cost of wages and benefits paid by the employer to a participant for a trial period. At the end of the trial period, the employer is expected to retain the participant as a regular employee without receiving a subsidy. Participants in subsidized employment must receive the same wages, benefits, and working conditions as other employees of the company who are performing comparable work.

Because subsidized employment often offers an avenue to employment and gives the participant the benefits of real wages, it is preferable to work experience. Also, as paid employees, participants pay into the Social Security system and may qualify for federal and state earned income tax credits and unemployment insurance, leading to increased long-term economic security. The employer must meet or exceed state minimum wage requirements. Justification is required when a subsidized employment activity will be in excess of six months *i.e. participant has a learning disability and needs extra time to learn.*

Arizona recognizes “supported work” for individuals with disabilities as subsidized employment in an integrated setting for wages consistent with those paid to non-disabled workers with similar job functions. Staff shall assess and determine if the participant has adequate work experience and/or occupational training to meet an employer’s minimum hiring requirements. This determination will be used to assess whether additional training is needed.

Work Experience

Work experience is defined as unpaid work in the public or private sector utilized to establish a work record; develop good work habits and skills in a particular occupation; and provide opportunities for the person to network, identify paid positions, and transition into paid employment. Work experience is designed to improve the employability of participants through actual work experience and/or training and enable them to move into suitable employment. The following are examples of types of work experience. Other types may be developed locally in conjunction with available providers.

- **Unpaid work experience** provides training at a work site. The training may be in general skills or skills more specific to a particular occupation.
- **Internships/Externships** are intensive work experience in a particular occupational field. Types of internships/externships include, but are not limited to:
 - A portion or extension of education or training in either the public or private sector, that provides structured work experience in a specific occupational field; and
 - The DES Internship Program that provides training in a specific occupation and potential employment opportunities within DES.

Work experience agreements are not required for any of the following:

- Internships/Externships developed by educational/training institutions as a part of their curriculum; or
- The DES Internship Program. The FS E&T Program has a blanket work experience agreement covering all DES offices and programs.

Work experience may be assigned when unsubsidized employment is not an option and staff have determined the participant in need of any of the following:

- Enhancement of marketable skills;
- Establish a work history and employer references;
- Identify interests and aptitudes for specific jobs by performing the work;
- Increase confidence through performance in a job setting;
- Achieve a better understanding of employer/employee relationships;
- Complete an educational training program;
- Improve work habits;
- Meet required participation hours (see [Participation](#)); or
- Complete work activities assigned by another employment program that has placed the participant in work experience meeting the criteria above.

Participants assigned to work experience, except internships/externships, as outlined in [Types of Work Experience](#) or a combination of work experience and community service programs cannot be required to engage in work experience for more than the maximum hours allowed under the Fair Labor Standard Act (FLSA). The Food Stamp benefit allotment (including any recoupment amount); divided by the federal minimum wage, divided by 4.3 weeks, will equal the maximum weekly number of hours a participant can be required to participate in work experience. If a participant is assigned to a combination of work experience and community service program participation, the maximum number of hours that can be required cannot exceed the number of hours calculated when using the preceding formula.

Community Service Programs

Community Service is defined as unpaid activities in the public or private sector that are for the good of the community at large and would not generally turn into unsubsidized employment. An assessment for Community Services should be considered for any participant who meets any of the following criteria:

- In need of a temporary alternative to ongoing planned employment activities;
- Court ordered to complete community service activities; or
- Unable to find or be placed in unsubsidized employment, work experience leading to unsubsidized employment, or training to improve skill levels.

Community service activities may include, but are not limited to:

- Working with park and recreation programs;
- Assisting with local school activities;
- Services such as typing and filing for most non-profit agencies;
- Court or other similarly mandated community service activities; and
- Supervised work with the YMCA, church affiliated organizations, and community improvement organizations.

A community service position must fulfill the following requirements:

- Be temporary;
- Be at a public or private nonprofit worksite;
- Not displace existing workers; and
- Meet a community need that provides a participant with good work habits and/or work experience.

Participants assigned to community service programs may be assigned work hours to meet the work participation requirements. Staff must follow the formula used in [Required Hours of Participation in Work Experience](#) to determine the FLSA supplement due for participation hours that exceed those covered by the Food Stamp benefit amount.

Participants appropriate for assignment to community service programs could include individuals who:

- Have physical, psychological, and/or similar limitations that prevent participation in other activities;
- Have substance abuse problems and/or other family crisis issues that prevent participation in other activities;
- Have demonstrated they are incapable of participating in work experience or other activities;
- Are waiting to enter other activities;
- Have breaks in other activities;
- Volunteer for community service;
- Must participate in court-ordered, or other similarly mandated, community service; or
- Live in an area where an appropriate work experience is unavailable.

Either staff or the participant may identify a suitable Community Service Provider.

Vocational Educational Training

Vocational educational training is training directly related to a career or occupation. The vocational educational training activity is assigned when the participant needs to improve their employability through education or training. Participants must meet the following criteria when assigned to vocational educational training:

- Does not currently possess a self-supporting skill for jobs available in the local area;
- Attend a vocational or technical training facility that is legally accredited, authorized, or recognized in Arizona as providing a program to prepare students for gainful employment; and
- Must have a high school diploma or GED, unless the participant will acquire his/her GED by the time the vocational educational training program is completed or a GED is unnecessary for completion of the vocational educational training program and the participant is currently employed in the occupation for which the training is being approved.

The course of study for the vocational educational training must meet the following requirements:

- Relate to employment opportunities which are, or are likely to become, available in the participant's accessible geographical area;
- Be consistent with the individual's employment goal;
- Lead to the attainment of skills and knowledge directly related to obtaining employment in a recognized occupation;
- Result in job opportunities that are not in an occupation having a high turnover due to substandard wages or working conditions; and
- Must be offered by an accredited educational institution. When the educational institution is authorized to process student loans and grants, the institution must be considered to be an eligible educational institution for FS E&T Program purposes.

The FS E&T Program collaborates with the Workforce Investment Act for programs administered by the DES Rehabilitation Services Administration and other programs that provide occupational training for participants. In most cases, these programs pay for 100% of the training costs out of their program funds. The following policies must be adhered to, in order to maintain these professional partnerships, staff shall complete the following:

- Collaborate with the program funding the training to determine that vocational educational training assignment criteria are met. See [Vocational Educational Training Assignment Criteria](#).
- Complete the *Occupational Training Referral Information Release Authorization* (JA-076 English or JA-076-S Spanish). Do not send it to the provider, but place the form in the participant's case record for the purposes of verifying attendance and progress.
- Use the funding program's records and verification, where possible, to determine progress and compliance.
- Work harmoniously with the funding program in mutual support of the participant's educational and training activities. Avoid duplication of services.

A participant who is already enrolled in educational training at an accredited institution at the time they are registered in the FS E&T Program shall have their educational training activity approved as a work activity by staff providing the criteria for approval listed below has been met. As part of the approval process staff shall complete the following checklist:

- Verification must be obtained showing the participant in good standing with the institution and making satisfactory progress, as defined by the institution.
- A **Program of Study** document from the school or training facility containing a schedule of classes, the anticipated graduation date, and the signature of the school's authorized advisor or counselor.
- When the above-required documentation has been received and the participant is shown to be in good standing with the institution, staff shall add the activity hours to the *ECDP* (NIS060) screen and in the *Case Progress Notes* (JA-011).

When the educational training cannot be approved as a work activity, Program staff must assign the participant to approved work activities. Do not discourage the participant from continuing their education. Do explain participation requirements and assist the participant in making any decision regarding continued education in addition to approved work activities.

403 HIGH SCHOOL EDUCATION AND GED PREPARATION

All FS E&T Program participants lacking a high school diploma or General Education Diploma (GED) may be offered a high school program or GED preparation. Satisfactory attendance in high school or GED preparation meets the work requirement for teens under age 20 that do not have a high school diploma or GED.

High School Education

High school education shall be utilized for participants on the Food Stamp grant to assist them in completing their high school education in a traditional classroom setting. When a participant has not made satisfactory progress in high school in the past, every effort must be made to assign the participant to an alternative school or GED classes. Participants, age 20 through 21, wishing to complete their high school education in the traditional classroom setting may do so when it can be completed by their 22nd birthday.

Staff shall make every effort to encourage teens to obtain a high school diploma. When re-entry into high school is not feasible, it is permissible to refer participants age 16 or above to GED classes. When remedial classes are necessary, they may be provided through the school district as part of the teen's high school education.

Alternative to Traditional Classroom Setting

Alternatives to the traditional classroom setting may include night school, alternative school or secondary teen programs. When assessing participants to determine what alternative method should be used, the following factors shall be considered:

- Reason for dropping out of school;
- Grades;
- Age; and
- Personal circumstances.

General Equivalency Diploma (GED)

GED programs provide classroom education that enable participants to prepare for and acquire a GED. The curriculum taught includes, but is not limited to, improving written and/or oral communication, increasing self-esteem, and preparing for the GED exam. Each participant shall be assessed and tested prior to entry into the GED activity. When providers are not able to test prior to entry into the class it is acceptable for testing to be completed within two weeks of the entry date.

Participants age 16 through 19 who do not have a high school diploma or a GED may participate in this activity when high school is not an option. The participant must be capable of completing the program within the established time frame and moving quickly into employment.

Participants 20 years of age or older without a high school diploma or its equivalent may be referred to basic education activities when their assessment and test results indicate a reading grade level at or above the sixth grade. For participants below the sixth grade level, see [Remedial Education](#). When a teen parent over age 18 or a dependent child does not succeed in high school, an alternative school, or GED, other work activities must be assigned.

404 EDUCATION DIRECTLY RELATED TO EMPLOYMENT (ESOL AND REMEDIAL EDUCATION)

All FS E&T Program participants who lack a high school diploma or GED or who do not speak English may be offered ESOL or remedial education when needed to implement their *ECDP*.

English for Speakers of Other Languages (ESOL)

Participants in ESOL receive training that enables them to become more proficient in the English language. Services may be provided in a classroom setting or by means of one-on-one tutoring. Assessments will be required only when placing the participant in programs which requires screening. . Participants who do not speak English or those with very limited English language skills shall be assigned to ESOL when it is required to implement their *ECDP*.

Remedial Education

The purpose of remedial education is to provide basic literacy skills or basic education not otherwise specified in a classroom or in a one-on-one setting to participants who are functioning at or below the fifth grade level. Remedial education enables participants to continue their formal education or to more effectively compete in the labor market. Staff shall assign remedial education to those participants who need written or verbal assistance to meet employer requirements in the hiring process, those who need to improve language skills needed for job retention and to improve participant confidence.

Each participant must be assessed to determine reading and math grade levels. Assessment tests are conducted by local literacy programs, ABE/GED providers, FS E&T Program staff, or other providers. Participants whose reading level is at or below the fifth grade level, or who have demonstrated an inability to participate in Program activities due to functional illiteracy, shall be referred to remedial education when it is necessary to implement their *ECDP*. When reading/math levels may not affect implementation of the participant's *ECDP*, the remedial education activity is optional.

405 MONITORING ACTIVITIES

All work activities must be monitored for participant progress and compliance with assigned activities. Program staff must monitor all activities on a **bi-weekly** basis, and on a **monthly** basis using the *Participant Progress Report* (JA-017 English or JA-017-S Spanish) unless otherwise specifically stated in the individual activities sections located in the Food Stamp Employment and Training Users Guide.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



FOOD STAMP EMPLOYMENT AND TRAINING PROGRAM

PROGRAM INSTRUCTIONS:
DES 2-1-14.500

SUBJECT: PARTICIPATION

500 PARTICIPATION

Participation in FS E&T Program activities is required for all individuals receiving Food Stamps, unless they are exempt. See [Exemptions From FS E&T Participation](#). Staff must ensure that all individuals begin participation immediately. Program participation must begin no later than one week following registration. Staff must ensure participation in Program activities is continuous for all participants unless they qualify for an exemption.

501 SCHEDULING AND RECORDING PARTICIPATION HOURS

Participation in FS E&T Program work activities is a condition of Non-ABAWD and ABAWD work requirements. Unless otherwise indicated and whenever possible, staff must schedule up to 40 hours, per week but no less than the minimum as follows.

Non-ABAWD Minimum Hours

Staff shall schedule Non-ABAWD participants in Program activities for no less than 30 hours per week, unless participation is scheduled in a work experience program. Staff and the participant shall jointly identify resources to meet the work requirements.

ABAWD Minimum Hours

Staff shall schedule ABAWD participants in program activities for an average of 20 hours per week, unless participation is scheduled in a work experience program. Staff and the participant shall jointly identify resources to meet the work requirements.

Multiple Activities

Work activities may be assigned in any combination in order to meet the number of required hours of weekly participation. Prior to assigning any activities, FS E&T staff shall ensure that the participant completes the required hours in work activities.

Verification of Participation

Staff shall document all efforts to verify participation on the case *Progress Notes* (JA-011). Verification of participation can be obtained through the following sources or by any available method using reasonable judgment:

- The *Work Activity Time and TRE Report* (JA-063 English or JA-063-S Spanish).
 - When the *Work Activity Time and TRE Report* (JA-063 English or JA-063-S Spanish) is not turned in, or when it is turned in untimely, the participant will **not** receive a TRE payment. However, participation hours must still be documented and are countable.
 - The participant **cannot** be disqualified for failure to turn in the TRE report.
- Contact with the participant.
- Contact with the employer or school.

Recording Participation

Participation hours are recorded on the *Client Participation Update* (NIS140) screen in JAS. Keying actual participation hours on the *Client Participation Update* screen is very important, because participation hours are captured from this screen for federal reporting. Refer to the Food Stamp Employment and Training Users Guide for procedures on recording participation in the system.

Breaks In Participation

Scheduled breaks include, but are not limited to, summer and holiday breaks. Such breaks are normally less than one month in duration. Staff shall make plans in advance for assigning activities during anticipated breaks in participation.

502 PENDING PARTICIPATION

Although continuous participation in the FS E&T Program is required, a temporary break in planned program activity may be unavoidable.

Less Than 30 Days

When it has been determined that the individual is not able to participate for less than 30 days, staff shall complete the following tasks:

- Request an exemption from FAA staff, when the individual is not able to participate in FS E&T Program and one of the exemption criteria has been met.
- Determine how long the individual will be unable to participate and document the *Case Progress Notes* (JA-011) with estimated date of return to participation.
- When good cause for non-participation can be substantiated and exemption criteria do not apply, pend the case. Enter the appropriate status and reason codes in JAS.
- Work with the individual to resolve barriers to participation. Apply reasonable standards that most employers would accept.

Beyond 30 Days

Under no circumstances must cases remain in pending status beyond 30 days. Prior to the 30th day in a pending status, staff shall complete the following tasks:

- Reassess the individual's situation.
- Continue with the individual's ECDP and update JAS with the appropriate status and reason codes, when participation barriers have been resolved.
- Determine the duration of individual circumstances. When it is expected that the individual must remain in a pending status beyond 30 days, Program staff will review the individual's situation with their supervisor with the following results:
 - When the agreed-upon best course of action is to keep this individual in pending status, Program staff must continue to work with the individual to resolve barriers to participation. All decisions must be substantiated in the *Case Progress Notes* with the supervisor's signature.
 - When the agreed-upon best course of action is to discontinue the pending status, the individual shall be required to resume participation.


**FOOD STAMP EMPLOYMENT
AND TRAINING PROGRAM**
**PROGRAM INSTRUCTIONS:
DES 2-1-14.600**
SUBJECT: FS E&T PROGRAM SERVICES AND PAYMENTS
600 FS E&T PROGRAM SERVICES AND PAYMENTS

This section contains the policies for providing and purchasing Program services. Program services are provided to participants for the purpose of enabling participation in Program activities.

601 GENERAL ELIGIBILITY FOR FS E&T PROGRAM SERVICES

All participants who meet the requirements specific to each type of service and the limitations indicated in this section are eligible for FS E&T Program services. Staff shall determine eligibility for Program funded services and shall refer participants to services not funded by the FS E&T Program, including child care and other services available in the community.

Need for Services

Prior to the Program providing and/or purchasing services, staff shall make a determination as to whether the following applies:

- Services are directly related to participation in Program activities;
- The participant cannot afford to pay for the service; and
- Services are not available from another source at no cost to the FS E&T Program.

Staff shall accept a participant's statement of need as verification, unless additional verification is required for the identified service.

Payments While Enrolled in Other Programs

Participants assigned to activities provided by other programs, such as WIA or Vocational Rehabilitation which provide expense payments for participation, may elect to receive payments from either program. The FS E&T Program **shall not** make payments to, or on behalf of, a participant who is receiving payments for the very same services from another program.

Payments to Participants Receiving Student Financial Aid

Participants enrolled in vocational educational training or FS E&T Program skills training generally receive some form of student financial aid as full or partial payment of training costs. The financial aid award letter may include an itemized list of specific expenses covered by financial aid. Program staff shall follow the procedures detailed in the Food Stamp Employment and Training Users Guide, to avoid duplicating payments.

Refusal to Accept FS E&T Program Services

Participants may refuse Program services, including Training Related Expenses (TRE), but may not refuse to participate in Program activities. Participants may request TRE begin at a future date, but they may not claim any retroactive payments. Staff must ensure the participant understands their requirement to participate in Program activities when they have refused Program services. Participants refusing Program services, who consequently fail to participate in Program activities due to that refusal, will be subject to the [disqualification process](#).

602 TRANSPORTATION

Transportation services can be in the form of TRE, bus tickets, or bus passes. The purpose of transportation services is to enable a participant to attend Program activities, to seek employment, to accept employment, or to maintain employment. Refer to the Food Stamp and Employment Training Users Guide for procedures relating to transportation services.

Transportation Related Expenses (TRE)

The TRE allowance will assist participants with transportation expenses that are incurred as a result of participating in the FS E&T Program. Participants may receive the TRE allowance if they meet the eligibility requirements outlined below:

- Participate in Program activities as required according to the *ECDP* (NIS060);
- Must not receive monetary payments from any other program; and
- Must not receive student financial aid which covers transportation related expenses.

Mandatory participants will be paid an allowance of \$34 at the onset of work activity participation for each four-week period. The allowance is limited to three payments in a twelve-month period. Participants must submit a *Work Activity & TRE Report* (JA-063 English or JA-063-S Spanish) to Program staff on a weekly basis. Neither the participant nor the provider may sign and date the time sheet prior to the last scheduled participation day of the report period. A reporting period is Saturday through the following Friday.

Bus Tickets

Bus tickets may be purchased for participants to provide transportation in order to enable Program participation. Participants issued bus tickets cannot receive TRE for exactly the same work activity. Bus tickets may be used on an ongoing basis when the only means of available transportation is the bus and other transportation alternatives do not exist.

Bus Passes

Bus passes may be purchased for a participant; however, a participant cannot receive both a bus pass and TRE for exactly the same activity.

603 CHILD CARE

Participants may be eligible for child care services authorized by a DES Child Care (CC) specialist. CC services are authorized to enable participation in FS E&T Program activities for parents or caretakers of eligible dependent child(ren). The participant must be of specified relationship to the dependent child requiring care, to be eligible for CC assistance. The relationship to the dependent child must be one of the following:

- Parents (natural, step, or adoptive) of the child for whom assistance is being requested; or
- Relatives (brother, sister, step or half brother, step or half sister, first cousin, aunt, uncle, great aunt, great uncle, grandfather, grandmother, great grandmother, and great grandfather) related by either blood, adoption, or through marriage to the child for whom assistance is requested; and
- The dependent child must be less than age 13.

To be potentially eligible for CC, a participant must meet **all** of the following requirements:

- Have a child in the household for whom he/she provides care;
- Be in a verified employment status at least 20 hours per week;
- Be actively participating in an educational and/or training activity; and
- Meet income requirements.

FS E&T Program Referral to Child Care

CC services for participants are initiated by Program staff by following the procedures located in the Food Stamp Employment and Training Users Guide. The Users Guide provides the process for completing system input of data that will be used by the Child Care Administration (CCA) to process the application received from the participant.

Program staff shall ensure the referral to CCA is made in a timely manner, allowing the participant a reasonable amount of time to arrange CC services. DES CC services are **NOT** authorized retroactively. The first date in which CC services may be authorized is the date the participant submits the completed application to CCA.

Parents are required to contact the CCA in person or by telephone to arrange CC services. Parents are responsible for arranging child care services to enable participation. Parents, who fail to make arrangements and subsequently claim that their failure to participate was due to lack of child care are subject to the [disqualification process](#). Failure to arrange child care services include situations in which the participant fails to contact CCA within 5 working days from the FS E&T Program referral date or makes contact with CCA, but fails to follow-through and inform CCA of his or her provider selection.

Selecting Child Care Providers to Enable Participation

Program staff shall provide information on DES registered CC providers in the participant's geographical area. Staff must utilize the CCA list of providers when informing participants of available child care resources.

An additional resource available to parents is the Child Care Resource & Referral (CCR&R) agency at 1-800-308-9000, which provides free referrals to families seeking child care services. **Note:** CCR&R provider referrals may include CC providers who are not registered with DES, and therefore cannot receive DES payments.

Child Care Providers

Parents and caretakers are responsible for selecting a CC provider, which best suit the needs of their families. Program staff must neither select a particular CC provider, nor recommend a specific type of CC provider. Staff should advise participants when selecting a CC provider, to inquire if the provider will accept DES authorized payments for CC services. Several types of CC provider settings may be available, regulated and unregulated by the state, including:

- CC centers licensed by the AZ Department of Health Services;
- Group homes licensed by the AZ Department of Health Services;
- Family Home Child Care Providers certified by DES;
- Non-certified relative providers, entered into a financial agreement with DES and are authorized to receive payments; and
- Other relatives, friends, and neighbors not authorized to receive DES payments.

Lack of Child Care Providers

When CC is required to enable participation, staff must determine if CC is available. Formal CC services **must be** considered available unless one of the following applies:

- The participant verifies that it takes an unreasonable amount of time (more than 1 hour and 30 minutes one way) to take the child(ren) to CC and to the location of the FS E&T Program activity and/or employment;
- The participant verifies that after exhausting all methods of locating a provider, including CCR&R searches, all area providers are full and have no vacancy for the child(ren);
- The participant verifies that vacancies for the specific needs of the child(ren) are unavailable;
- The participant verifies that available providers have stated that the child's special needs would create a situation in which they would be unable to provide care for the child;
- The FAA worker verifies that after calculating the income amount and deducting the dependent care cost limitation, the family cannot afford to pay for cost not covered by the DES authorized payment; or
- The participant verifies that he or she does not have earnings to pay for costs not covered by the DES authorized payment.

After exhausting all methods of arranging formal CC services, staff shall assist participants in exploring informal CC options, unless one of the following applies:

- The participant verifies that his or her friends, relatives and neighbors are unsuitable to provide CC services. The participant's statement shall be accepted as verification.
- The participant verifies that it takes an unreasonable amount of time (more than 1 hour and 30 minutes) to take the child(ren) to CC and to the location of the FS E&T activity and/or employment. The participant's statement shall be accepted as verification.

When CC services are unavailable, unsuitable, and/or unaffordable, Staff must request an exemption. See [Exemptions from FS E&T Participation](#).

Authorization of Child Care Services

CCA authorizes CC for the days and hours that are reasonably related to participation in FS E&T Program employment activities. The participant may be authorized up to 31 full or partial days of CC per month. A full day is 6 or more hours per day. A partial day is less than 6 hours per day. Program staff shall advise participants to clearly identify their CC needs when communicating with the CC Specialist. Services are authorized based on the CC care needs of the family. Services will not be authorized during the time that eligible children should be attending school.

The participant may receive CC for a maximum of 2 weeks during gaps in participation. When the gap is expected to last longer than two weeks, CC may be authorized for up to 30 days providing the following applies:

- The CC slot is available during the gap in participation;
- The CC provider states that the slot would be jeopardized when the child does not attend during the specified time period; and
- The CCA supervisor approves such action.

The participant may receive payment for 2 absent days, per child, per month, when the selected CC provider charges all customers for absent days.

604 COMMUNITY RESOURCES

The FS E&T Program may refer participants for a variety of services. The following services are available to participants, but **are not** paid for by the FS E&T Program.

Food Services

Program staff may refer participants to providers of emergency food services, which are available from many different sources and include temporary and long-term assistance. The FS E&T Program does not purchase food services of any kind. Food services are available from:

- Community-based organizations;
- Churches;
- City and county programs;
- FAA Food Stamp Program;
- Food banks; and
- Charitable organizations such as the Salvation Army, St. Vincent DePaul and the Red Cross.

Housing Improvement

Staff may refer participants to providers who offer assistance to those whose housing is substandard or unsafe due to electrical, structural, or environmental deficiencies. The FS E&T Program does not purchase housing improvement services of any kind. Housing improvement services are available from:

- City, county, and federal agencies;
- Community-based organizations; and
- Churches.

Legal Services

Staff may refer participants to providers of legal services, including legal services for orders of protection, divorce, child support collection assistance, bankruptcy protection, citizenship-related issues, and assistance with criminal and civil proceedings. The FS E&T Program does not purchase legal services of any kind. Examples of organizations which provide legal services include, but are not limited to:

- Community-based organizations;
- DES Division of Child Support Enforcement;
- Schools;
- Arizona Bar Association;
- Community Legal Services; and
- The US Department of Justice, Immigration and Naturalization Service.

605 FS E&T PROGRAM EXTENDED SERVICES

Participants verified to be entering unsubsidized employment may be eligible for extended supportive services during the first 30 days of employment or until the Food Stamp case is closed, whichever occurs first. The Program case manager must ensure the participant understands the potential services that are available, how and why payment is made, and the participant's role and responsibility in receiving extended services. Services are provided based on individual need and Program resources.

Extended TRE

The FS E&T Program may pay extended TRE to a participant who enters employment and requests it. One additional TRE payment may be paid after the hire date, not to exceed the three payment limitation in a twelve-month period. See [Transportation Related Expenses](#).

606 PAYMENT PROCESSING

All payments for FS E&T Program funded services and activities are processed through the Payment Unit. Purchases are made either through a voucher system or through vendors who contract with the Employment Administration. Payment is made when the provider or vendor bills the Program. Payments are generated through the weekly payroll. Refer to the Food Stamp Employment and Training Users Guide for procedures relating to the payment process.

607 WARRANTS/ARIZONA ELECTRONIC BENEFITS TRANSFER (EBT)

Staff are responsible for taking appropriate actions to ensure the timely issuance of funds. The purpose of FS E&T Program payroll is to generate the EBT/Warrants which are used to pay participants' TRE and/or FLSA Supplements, and to pay providers and contractors. Refer to the Food Stamp Employment and Training Users Guide for procedures relating to EBT/Warrants


**FOOD STAMP EMPLOYMENT
AND TRAINING PROGRAM**
**PROGRAM INSTRUCTIONS:
DES 2-1-14.700**
SUBJECT: DISQUALIFICATION
700 DISQUALIFICATION

When an individual does not participate within FS E&T Program requirements, without good cause, they are subject to disqualification of their Food Stamp benefits. The length of the disqualification period depends upon whether the participant has been disqualified for FS E&T Program noncompliance in the past. This section covers the processes for handling noncompliance issues. It also covers good cause and the duties of the FS E&T Program and FAA in the disqualification process.

701 DISQUALIFICATION ISSUES

All individuals who are required to participate in the FS E&T Program must do so unless they are temporarily deferred or have good cause. Failure to participate without good cause results in disqualification of Food Stamp benefits and FS E&T Program case closure.

Incidents of Non-Compliance

The following are the reasons for which a disqualification can be imposed, if good cause is not established:

- Failure to appear for registrations and meetings;
- Failure to complete assessments or interviews;
- Failure to appear for any appointment noted on the *ECDP*;
- Failure to attend scheduled Program work activities;
- Failure to submit a completed application for employment when required;
- Refusal to accept employment, voluntarily reducing employment hours, or self-termination of employment;
- Behaving in a manner that constitutes a threat or hazard to agency staff or fellow participants;
- Falsification of information on forms; or

- Disrupting a Program activity or the orderly administration of the overall Program such as either of the following:
 - Attending, but refusing to participate in classes, workshops, or other assigned Program activities; or
 - Disruptive behavior, making it difficult for an instructor or other person to conduct the activity.

Determining Whether Disqualification Should Occur

Do not consider disqualification as the first line of action when looking at an incident of non-compliance. Best Practices denote the first action should always be to encourage the Program participant to return to participation. Refer to procedures for determining disqualification in the Food Stamp Employment and Training Users Guide.

702 FAILURE OR REFUSAL TO PARTICIPATE AT THE ORIENTATION/INITIAL INTERVIEW

Mandatory participants who are selected for the FS E&T Program and who fail to appear for the orientation/initial interview have ten calendar days from the original appointment date to complete the orientation/initial interview, unless barriers are identified that prohibit them from doing so. Food Stamp recipients required to attend the orientation/initial interview who fail to appear or timely reschedule their missed appointment are subject to the Good Cause Process. Program staff must begin the [Good Cause Process](#) on the 11th calendar day from the original orientation/initial interview appointment date.

703 FAILURE OR REFUSAL TO MEET WORK REQUIREMENTS

Non-compliance in meeting the work requirements is defined as a month in which the averaged hours of participation do not meet the Program requirements and [good cause](#) does not exist. When it is determined that a participant's weekly hours of participation in Program activities are less than the number of hours scheduled on their ECDP and it is determined that the remaining hours available for participation in the calendar month are insufficient to meet Program requirements, staff will begin the [Good Cause Process](#).

704 GOOD CAUSE PROCESS

When a Program participant does not participate or engage in work activities, staff shall contact the individual and determine whether good cause exists. The Program case manager must document information regarding the contact on the case *Progress Notes* (JA-011) with sufficient information to support the decision to approve or deny the claim of good cause.

Good Cause Reasons

Good cause reasons include situations or circumstances that prevented a participant from engaging in Program activities, employment, or attending the orientation/initial interview. Staff may use [reasonable judgment](#) or receive supervisory assistance when making good cause decisions. Good cause reasons include, but are not limited to the following:

- Barriers for which services are not available;
- A participant's illness;
- The participant was required to care for an ill or disabled family member;
- Either the participant or their dependent child had an appointment (court ordered appearance, medical/dental appointments, incarceration, employment interviews, or another comparable appointment) that could be rescheduled;
- The participant experienced a family emergency i.e., loss of the participant's residence due to fire, flood, or other natural disaster; death of an immediate family member; or other instances of emergency situations;
- A temporary lack of transportation with no reasonable alternate means of transportation;
- The participant was prevented from participating due to inclement weather;
- Child care for a child who is under 13 years of age was unavailable, unaffordable, or unsuitable; or
- The participant was not capable of performing the work activity or employment due to any of the following:
 - Unsafe worksite conditions;
 - The physical demands of the job;
 - The participant's lack of skills, aptitude, or knowledge for the position;
 - The job offered is vacant due to a strike, lockout, or other bona fide labor dispute; or
 - The job offered was contrary to the condition of the participant's membership in a union governing the occupation.
- The participant is a victim of domestic violence. The circumstances of the current situation threatens the safety or causes an immediate threat or emotional harm to the participant or any child(ren) living with the participant. The participant must be allowed to define his or her perception of immediate threat.
- The FS E&T Program fails to provide the participant with services agreed upon in the *ECDP*.
- Other circumstances beyond the control of the participant which prevents him or her from participating in Program activities.

Good Cause Verification

Prior to requesting good cause verification from a participant, Program staff must determine whether all services identified on the *ECDP* were provided. When all services identified on the *ECDP* were provided, Program staff shall complete the procedures related to good cause verification in the Food Stamp Employment and Training Users Guide.

705 DISQUALIFICATION PROCESS

Only after Program staff have addressed all barriers, exhausted all avenues and resources to encourage participation in Program activities and determined that good cause has not been established for non-compliance will the FS E&T Program disqualification process begin.

Once it has been determined an individual does not have good cause and has been reported as noncompliant by Program staff, a good cause determination (outside the appeal process) cannot be made.

Length of Disqualification

Federal regulations require that a disqualification period must be imposed when a Program participant fails or refuses to comply with the FS E&T Program work requirements. The length of the disqualification period depends on whether the participant has been disqualified for Program non-compliance in the past. The disqualification periods are as follows:

- | | |
|---|--------------|
| • First disqualification----- | One month |
| • Second disqualification----- | Three months |
| • Third and subsequent disqualifications- | Six months |

Disqualification Penalty

The penalty for failure to comply with FS E&T Program requirements depends on the role of the participant who fails to comply. The penalties are:

- When the non-compliant participant is the Head of Household (HOH) in the Food Stamp case, the **entire household** will be disqualified for Food Stamps benefits.
- When the non-compliant participant is **not** the HOH in the Food Stamp case, the **individual member** will be disqualified for Food Stamps benefits.

Voluntary Quit

The **entire household** shall be disqualified for 90 days when the HOH voluntarily quits a job of 20 or more hours a week without good cause, 60 days or less, prior to applying for Food Stamps or at anytime thereafter.

FS E&T Program Responsibility For Disqualification

Staff shall follow the procedures for case closer and system update located in the Food Stamp Employment and Training User Guide to ensure FAA takes the action to disqualify. FAA will disqualify the entire household or the individual member depending on the participant who fails to comply. See [Disqualification Penalty](#).

FAA Responsibility For Disqualification

The noncompliance notification is assured through daily system entries made by FS E&T Program staff, which categorizes the status of noncompliant individuals. A daily match between the systems of the FS E&T Program and FAA produces individual notices of noncompliance. These notices are immediately issued to the appropriate FAA local office denoting every noncompliance situation that has occurred. Each notice of noncompliance is treated as a change report. FAA staff will, within ten-days of its receipt in the local office, issue the Notice of Adverse Action (NOAA), when appropriate. FAA will put into effect the disqualification for the first of the month in which enough time is allowed for the participant to receive and respond to the NOAA.

706 RE-ESTABLISHING ELIGIBILITY

Households or individual members disqualified for FS E&T Program noncompliance may re-establish eligibility following notification, during the disqualification period, and after the disqualification period has ended.

Re-Establishing Eligibility During The Disqualification Period

During the disqualification period, eligibility may be re-established for households or individual members, when any of the following occurs:

- The noncompliant HOH out of the household. The disqualification follows the participant who moves to another household. If the noncompliant participant becomes the HOH in the new household, the new household will be disqualified from receiving Food Stamps for the balance of the disqualification period.
- The noncompliant HOH becomes exempt from FS E&T Program registration or participation requirements. See [FS E&T Registration Exemptions](#) and [FS E&T Participation Exemptions](#).
- The household applies for benefits with a new participant who is eligible to be the HOH. The disqualified participant continues to be ineligible for the balance of the disqualification period.
- The household applies for Food Stamps after moving to a geographically exempt FS E&T Program area.
- The individual member may re-establish eligibility when the household reports a change which makes the participant exempt from FS E&T Program registration or participation. See [FS E&T Registration Exemptions](#) and [FS E&T Participation Exemptions](#).

Re-Establishing Eligibility After The Disqualification Period

Following the end of the disqualification period, the household or individual member may again be eligible for Food Stamps. When the entire household was disqualified, the household must reapply and be determined eligible for Food Stamps. When an individual member is disqualified, FAA must re-determine the participant's eligibility. The participant will be reinstated into the household if found eligible.

707 FAIR HEARINGS

Each household has a right to a fair hearing to appeal a reduction or termination of Food Stamps due to a determination of failure or refusal to comply with FS E&T Program requirements. When households request a fair hearing, they must be advised to provide a written request for a Fair Hearing to the Family Assistance Administration (FAA).

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



FOOD STAMP EMPLOYMENT AND TRAINING PROGRAM

PROGRAM INSTRUCTIONS:
DES 2-1-14.800

SUBJECT: GENERAL INFORMATION

800 GENERAL INFORMATION

This section includes information regarding case record information, case progress notes, case closures, home visits, facilitating participant independence, documenting unusual incidents, volunteers, civil rights, grievances, and issue resolution. The policies herein apply to all FS E&T Program participants unless otherwise indicated.

801 CASE RECORD INFORMATION

The case record contains information, documentation, and verification of activities and support services provided to the Program participant. A case record must be established at the time the participant is selected.

Case Record Format

Information and forms in all case records shall be filed in accordance with the procedures detailed in the Food Stamp Employment and Training Users Guide.

Security

All case records shall be stored in secure areas to prevent theft and the release of information to unauthorized persons.

Retention

Closed case records shall remain in the local office for a period of at least one year following case closure, with the exception of case records with an outstanding overpayment. Refer to the Food Stamp Employment and Training Users Guide for procedures on case record retention.

802 PROGRESS NOTES

Staff are responsible for recording information in the case *Progress Notes* (JA-011) to substantiate activities and decisions made on behalf of the participant. Staff must annotate the case *Progress Notes* (JA-011) immediately, when possible, and at least monthly or more frequently, as needed. Refer to the Food Stamp Employment and Training Users Guide for procedures relating to progress notes.

803 CONFIDENTIALITY

All information in participant case records or known to DES employees is confidential and must not be disclosed except as authorized in this section. Program staff shall ensure against the inadvertent disclosure of confidential information by following work practices which include, but are not limited to:

- Documents containing confidential information must not be left around office photocopiers, printers, etc.
- Disposal of all trash containing confidential information shall be in accordance with DES confidential records destruction policies. Any material containing confidential information must not be included with general office trash.
- Confidential information shall not be discussed, unless directly related to the official duties of FS E&T Program staff.

Release Of Information Without Signed Consent

The release of confidential information may be required without a participant's consent in order to facilitate services and comply with state and federal regulations. Confidential information may be disclosed for official purposes without the participant's consent. Disclosure is limited to:

- Employees of the Department of Economic Security;
- FS E&T Programs of other states;
- Arizona Attorney General's Office;
- Approved providers or contractors for the purpose of implementing the *ECDP*;
- Any federal or federally assisted program which provides assistance or services, in-cash or in-kind, directly to individuals on the basis of need;
- Government auditors when the audits are conducted in connection with the administration of any assistance program by a governmental entity authorized by law to conduct such audits; and
- The current address of FS E&T Program participants. The current address may be released to a federal, state or local law enforcement officer by a supervisor, when he or she has contacted the Attorney General's office for guidance.

Participants may review the contents of their own case records at any time, provided a member of the Department is present. Program staff will review the participant's case record prior to allowing a participant to review their case record. The purpose of this review is the removal of any material obtained from third parties, who requested their information not be released to the participant. A Participant may request a reasonable number of copies of materials from their own case record.

Release Of Information To Other Persons And Agencies

Confidential information cannot be released to anyone not listed in [Release Of Information Without Signed Consent](#), without the written consent of the participant. Program staff shall have the participant sign the *Release of Information* (JA-037) or the *Request for Medical Information* (JA-048). The participant shall be informed of a request for information from sources other than those in Release Of Information Without Signed Consent. Verbal permission may be obtained to comply with the request only in an emergency. In an emergency, when neither verbal nor written permission can be obtained, a supervisor must approve the *Release of Information* (JA-037). Participants will be notified of specific information released and to whom it was released.

Public Releases Of Information

Program staff shall obtain the participant's permission and have him or her sign a *Release of Information* (JA-037) or *Consent for Use of Photo/Videotape* (J-620), prior to using any information about the participant for any of the following reasons:

- Video tapes or photographs;
- Media news articles or DES agency or administration newsletters;
- Local office bulletin boards, displays, or participant success story usage;
- Recognition certificates and plaques;
- Any other materials identifying (directly or by association) the individual as a FS E&T Program participant; or
- Speaking or presentations. Participants could be motivational speakers to individuals currently participating in the Program.

Subpoenas

When a subpoena is received for a case record or for a Program employee to testify regarding a Program participant, the person receiving the subpoena shall give it to the designated FS E&T Program local office supervisor. The designated Program local office supervisor shall immediately provide information regarding the subpoena to the Attorney General's Office. The Attorney General's Office will then advise of appropriate action. Information shall not be released unless authorized by the Attorney General's Office.

Reporting Child Abuse/Neglect

All state employees are required by law to report suspected or known abuse, neglect or abandonment. It is only a request for an investigation. The person making the report does not need to prove the abuse. Investigation and validation of child abuse reports are the responsibilities of Child Protective Services (CPS).

FS E&T Program staff must report any known or suspected instances of child (under age 18) abuse and/or neglect. This includes situations where a child is or may be experiencing physical or mental injury, sexual abuse or exploitation, negligent treatment or maltreatment, when the child's health or welfare is threatened. Program staff shall report such instances by calling the Child Abuse Hotline. The Child Abuse Hotline will then make a referral to the appropriate Child Protective Services (CPS) office. Confidential information known to the Program may be disclosed to CPS without the participant's consent.

Requests For Information From Attorneys

When a request for information regarding a Program participant is received from attorneys and/or their staff without a written release from the participant, Program staff shall advise the parties to obtain a subpoena requesting the information. This information may also be provided to the Program participant. See [Release of Information without Signed Consent](#) and [Subpoenas](#).

804 CASE CLOSURES

Staff shall close the FS E&T Program case when any of the following occurs:

- When staff initiate a disqualification (See [Disqualification](#));
- The participant's 90-day follow-up period has been completed;
- When individuals are exempt and not required to participate in work activities; or
- The participant's Food Stamp case closes.

Refer to the Food Stamp Employment and Training Users Guide for the case closure checklist and procedures relating to this process.

805 HOME VISITS

Staff will sometimes find it necessary to meet with participants in their homes. A home visit requires the approval of the Program supervisor. Home visits are conducted between 8:00 a.m. and 5:00 p.m. Monday through Friday. Any visits conducted outside of these days and hours require supervisory approval. Home visits may only be conducted when staff need to exchange information with a participant and a home visit is the only method of doing this in a timely manner or when the supervisor agrees that special circumstances exist, making a home visit necessary.

Safety Precautions For Home Visits

When visiting a participant's home, staff must exercise caution and common sense. Staff must not become involved in any situation that is potentially dangerous. When previous experience indicates that a participant may be hostile or the neighborhood where they reside may be dangerous, or any other potentially dangerous conditions exist, staff should reconsider the necessity for the visit.

Staff must remain prepared to terminate the contact and seek safety outside the home at all times during the home visit. When weapons are visible, staff must not enter the home or must leave immediately when already in the home. Staff must not attempt to restrain or disarm a violent individual.

Staff must inform their supervisor of their destination and return time, when conducting home visits. Follow local office procedures regarding trips outside the local office. Staff must always carry their *DES Employee ID Card*, which must be shown when requested.

Mileage Reimbursement

Program staff who make home visits are entitled to mileage reimbursement at the current state rate.

806 FACILITATING PARTICIPANT INDEPENDENCE

The long-term goal of the monitoring process is to impart coping skills to the participant, enabling them to resolve problems that may arise in the future.

Encouraging Participant Responsibility

Staff shall evaluate a participant's ability for following through with the objective of the *ECDP* (NIS060) and assist each participant accordingly. Participants with a demonstrated ability for carrying out instructions need relatively low-levels of support. Participants demonstrating an inability to follow instructions require a higher level of support. Staff must allow participants to do all they can for themselves while encouraging them to do more.

Techniques for Facilitating Participant Independence

Staff can promote and teach independence through their routine interactions with the participant and the ways in which they carry out their duties. The following techniques are helpful in providing encouragement to Program participants:

- Solicit input, listen, and encourage participants to be creative and come up with their own ideas;
- Encourage participants to explore potential resources on their own; and
- Encourage participants to initiate follow up contacts with Program staff, employers and providers.

807 VOLUNTEERS

Volunteers are critical partners for DES staff as we work to improve outcomes for children, adults and families. Volunteers provide valuable assistance. In order to ensure the safety of both our volunteers and the families that we work with, DES policy requires that volunteers be registered with the Department. When volunteers register, they receive the information, training and clearance necessary to work with our Program and participants. This includes:

- Information on liability coverage and worker's compensation, so that the volunteer is covered should they ever become injured while volunteering at DES;
- Training on the Health Insurance Portability and Accountability Act (HIPAA), so that they know how to deal with confidential health information;
- Clearance to drive a state vehicle (a valid driver's license is required); and
- In the case of volunteers working with children or vulnerable adults, a clearance card from the Department of Public Safety in order to ensure that vulnerable individuals are safe.

Volunteers are an incredible asset to DES and we value all of their contributions to our work. We want to continue to provide opportunities for them to make a difference in the lives of children, adults, and families throughout Arizona. Program staff shall ensure that all volunteers are registered with the Department. To register a volunteer contact the DES Volunteer Services Office at (602) 347-6379 or volunteerservices@azdes.gov.

Program staff are encouraged to utilize volunteers to fulfill Program requirements.

Note: Work experience participants are considered volunteers in this context.

Restrictions

Volunteers may not be used to perform any of the following FS E&T Program functions:

- Assessment of participants;
- Case planning;
- Determining good cause;
- Disqualification actions;
- Approving or denying supportive services, including payments;
- Making decisions regarding participant activities; and
- Making home visits.

FS E&T Program Staff Responsibilities

Program staff shall ensure the volunteer has met all of the following Department requirements:

- Registered with the DES Volunteer Services Office;
- Completed ethics training;
- Signed all data security forms; and
- Signed the DES security agreement.

Suitable Activities For Volunteers

Appropriate work activities include, but are not limited to:

- Language interpretation;
- Assisting the participant to understand program materials; and
- Contacting providers and employers to verify participant hours or employment follow ups.

808 STANDARDS OF CONDUCT

State service employees are required to follow certain standards of conduct (DOA Personnel Rule R2-5-501), must abide by conflict of interest rules and statutes, and are prohibited from engaging in certain political activities. Various rules, statutes, and policies relate to these areas. All employees are responsible for familiarizing themselves with, and abiding by, the applicable rules, statutes, and policies. All FS E&T Program staff shall conduct themselves in accordance with the following standards of conduct, as outlined in General Employee Information, DES 1-26-02:

General

In addition to statutorily prohibited conduct, a violation of the standards of conduct listed in Subsections Required Conduct, Prohibited Conduct, and Employee Rights below, is cause for discipline or dismissal of a state employee.

Required Conduct

State service employees shall:

- Maintain high standards of honesty, integrity, and impartiality, free from any personal considerations, favoritism, or partisan demands;
- Be courteous, considerate, and prompt in dealing with and serving, the public;
- Conduct themselves in a manner that must not bring discredit or embarrassment to the state; and
- Comply with state laws and rules.

Prohibited Conduct

State service employees shall not:

- Use their official position for personal gain or use confidential information for personal advantage;
- Be placed under any kind of personal obligation which could lead another person to expect official favors;
- Perform any act in a private capacity, which may be construed to be an official act;
- Accept or solicit, directly or indirectly, anything of economic value as a gift, gratuity, favor, entertainment, or loan which is, or may appear to be, designed to influence the employee's official conduct. This provision does not prohibit acceptance of an employee of food, refreshments, or unsolicited advertising or promotional material of nominal value.
- Directly or indirectly use, or allow the use, of state property of any kind, including property leased to the state for other than official activities.
- Engage in outside employment or other activity which is not compatible with the full and proper discharge of the duties, and responsibilities of state employment, or which tends to impair the employee's capacity to perform the duties, and responsibilities with an acceptable manner.
- Inhibit a State employee from joining or refraining from joining an employee organization.

Employee Rights

An employee shall not take any disciplinary or punitive action against another employee which impedes or interferes with that employee's exercise of any right granted under the law or these rules. Any employee or agency representative who is found to have acted in reprisal toward an employee as a result of the exercise of the employee's rights is subject to discipline, as defined in R2-5-801. Such discipline is to be administered in accordance with state and federal laws affecting employee rights and benefits.

809 CIVIL RIGHTS

The FS E&T Program's civil rights policies are based on Federal Civil Rights Legislation, Arizona Revised Statutes, Arizona Department of Administration (ADOA) Personnel Rules, and the Department of Economic Security (DES) Internal Instructions Manual. See [Standards Of Conduct](#) for other DES Personnel Rules governing the conduct of state employees.

Nondiscrimination

The FS E&T Program shall not discriminate against anyone, including participants and providers in any aspect of the program administration. The Program shall not discriminate on the basis of:

- Race,
- Color,
- Religion,
- National Origin,
- Gender,
- Age,
- Disability, and
- Political Affiliation.

No person shall be denied services, benefits, privileges, or employment as a consequence of having participated in any way in the discrimination complaint process against DES, its providers, or their employees. Prior to the complaint process, all attempts shall be made to resolve the problem within Division of Employment and Rehabilitation Services (DERS). When an individual files a complaint with the DES Office of Equal Opportunity (OEO) refer to [Discrimination Complaint Procedures](#).

The Americans with Disabilities Act (ADA)

The FS E&T Program makes reasonable accommodations in all aspects of program administration in order to assist individuals with disabilities to obtain needed training and/or engage in employment activities, including the following accommodations:

- Program forms are available in alternative format and include the American with Disability Act (ADA) statement;
- Notices pertaining to training, conferences, or other program or administration activities include the Americans with Disabilities Act (ADA) statement;
- Designated FS E&T Program local offices display both the English and Spanish ADA Notice posters (POX-248) including ADA representative contact information.
- Each FS E&T local office includes an ADA representative. When the ADA representative is unknown or unavailable Program staff shall contact the Central Office ADA coordinator.

Sexual Harassment

FS E&T Program staff shall interact in a dignified, professional, and respectful manner with all other employees, participants, providers, volunteers, and any other persons with whom they may come in contact in the work environment. DES does not tolerate sexual harassment, whether verbal, physical, visual, overt, or implied, in the work place or in work-related activities inside or outside the work place. Substantiated allegations of sexual harassment may result in disciplinary action, up to and including dismissal from state service.

Sexual harassment is defined in the DES Internal Instructions Manual (DES 1-01-09), as unsolicited and unwelcome sexual advances, requests for sexual favors, and other explicit or implicit verbal or physical contact of a sexual nature. Further specific and detailed information regarding DES sexual harassment policies, what constitutes sexual harassment and procedures for addressing this issue, and handling any complaints regarding sexual harassment are contained in the DES Internal Instructions Manual, DES 1-01-09. Prior to the complaint process, all attempts must be made to resolve the problem within the Division of Employment & Rehabilitation Services (DERS). When an individual files a complaint with the DES OEO refer to [Discrimination Complaint Procedures](#) below.

Discrimination Complaint Procedures

The DES OEO located within the office of the Deputy Director of Operations, in conjunction with DERS, shall process all charges of discrimination for DES. The DES Director has the final say in the equal opportunity decision. All individuals who claim discrimination shall be encouraged to seek a resolution through DERS as a first alternative. When resolution is not reached, the individual does not forfeit their right to seek assistance through another office, such as the DES OEO. Complaints may also be filed with the Equal Employment Opportunity Commission, Directorate of Civil Rights, and the Department of Health and Human Services.

Individuals who believe they have been subject to discrimination by DES may file a complaint with the DES OEO. Complaints must be filed with OEO immediately or no later than 180 calendar days after the alleged discriminatory incident. The OEO handles discrimination complaints, Americans with Disabilities complaints, and sexual harassment complaints against DES by employees and participants.

FS E&T Program staff shall furnish complainants the following DES forms and information when an individual chooses to file a complaint:

- *Discrimination Complaint Process* (J-098) which explains the DES complaint system; and
- *Discrimination Complaint* (J-020) and the requirement that complaints and all allegations filed with the DES OEO must be filed in writing. Complaints not completed on the *Discrimination Complaint* (J-020) may also be made in writing and should include the information as specified on the J-020 to facilitate the investigation.

When the complainant is a FS E&T Program participant, staff will document in the case *Progress Notes* (JA-011) the circumstances and facts that resulted in the request to file a discrimination complaint and the fact that the *Discrimination Complaint* (J-020) and the *Discrimination Complaint Process* (J-098) forms were given to the participant.

When the complainant is a participant and Program provider, Program staff shall elevate the circumstances and facts surrounding the request to file a discrimination complaint to the FS E&T local office supervisor. The supervisor shall elevate the circumstances and facts to the regional program manager or designee. The regional program manager shall elevate the circumstances and facts to the Central Office Personnel Liaison.

DES Internal Instructions Manual Information

More detailed information on DES discrimination policies, sexual harassment, the complaint process, and the OEO may be found in the DES Internal Instructions Manual at DES 1-01-07 -- 1-01-09.

810 GRIEVANCES

The placement of all Program participants with private or public sector employers, except for unsubsidized employment, cannot cause the displacement of the employers' regular employees. The grievance procedure is used to resolve displacement complaints.

Displacement

Upon request, the FS E&T Program shall make available to all regular employees of those employers participating in work experience programs, information regarding their rights concerning displacement. This information includes their right to file a grievance, the procedures for doing so, and the availability of assistance in filing. The Program shall provide those regular employees with the assurance that work experience program assignments will not result in any of the following:

- Displacement of any currently employed worker or position, including partial displacements, such as the reduction in hours (not to include overtime), wages, or employment benefits;
- Impairment of existing contracts for services or collective bargaining agreements;
- Infringe upon promotional opportunities of any currently employed individual; and
- Employment or assignment of a Program participant or filling of a position when any person is on layoff from the same or substantially equivalent job with the same employer, or when an employer has terminated any regular employee, or otherwise reduced its workforce with the effect of filling the vacancy so created by hiring a Program participant whose wages are subsidized under the FS E&T Program.

Filing and Receiving Complaints

Regular employees who wish to file a complaint may initiate the grievance process by filing their complaint with any FS E&T Program local office supervisor. Complaints may be made either verbally or in writing. Local office supervisors shall adhere to the procedures for filing and receiving complaints contained in the Food Stamp Employment and Training Users Guide.

Informal Resolution

All regular employees who file grievances are provided the opportunity to informally resolve their complaints at the local and regional levels. An informal resolution meeting shall be conducted between the complainant and the Program local office supervisor within 15 calendar days from the date of the complaint. The local office supervisor will arrange the meeting.

The informal resolution meeting shall provide the regular employee with the chance to express their complaint. The supervisor shall ensure that the complainant understands their right to file a grievance; the right to request a hearing with the state when the complaint cannot be resolved informally; the procedure for elevating the complaint to the state level; and the provision of assistance in elevating the complaint to the state level, including all required forms.

When the complaint cannot be resolved informally at the local level, the supervisor shall notify their regional program manager and schedule a subsequent informal resolution meeting between the complainant and the regional program manager. The subsequent informal resolution meeting shall be conducted within 15 calendar days from the date of the first meeting. The supervisor shall send a *Notice of Issue Resolution Appointment* (JA-039 English or JA-039-S Spanish) to the complainant indicating the date, time, and location of the second meeting with the regional program manager and will send a copy to the regional program manager, as well.

The regional program manager shall attempt to resolve the complaint at the second meeting. The regional program manager will also ensure for a second time, that the complainant, understands their right to file a grievance; the right to request a hearing with the state when the complaint cannot be resolved informally; the procedure for elevating the complaint to the state level; and the provision of assistance in elevating the complaint to the state level including all required forms. When the complaint is resolved at the regional level, the regional program manager shall log the resolution on the *Regular Employee Grievance Report* (JA-047). When the complaint cannot be resolved at the regional level, the regional program manager shall notify the Program Administrator.

State-Level Hearings

When a grievance cannot be resolved informally, the complainant may request a state level hearing. The complainant may request a state level hearing at anytime during the informal resolution process, but must request a hearing no later than 20 days from the date of the second informal resolution meeting with the regional program manager.

A request for a hearing must be made in writing and must include the reason for the request, the date of the request and the complainant's or their representative's signature. When the reason for the request is unclear, the FS E&T Program or the Office of Appeals may ask the complainant for further information; however, this shall not infringe upon an individual's right to request a hearing.

The FS E&T Program supervisor, or designee, shall forward hearing requests that are sent or delivered to the Program local office or Central Office within 2 working days to the Office of Appeals. At the complainant's request, the supervisor or designee shall also provide the complainant with assistance in preparing the hearing request. Assistance includes the provision of the complainant's right to grieve, the procedures for doing so, including contact names, addresses, phone numbers, processing time frames; referral to legal services, which may be available within the community.

The DES Office of Appeals conducts the hearing and is responsible for the scheduling of all hearings. Hearings shall be scheduled not less than 20, or more than 45 days from the date the request is filed. To allow adequate preparation, at least 20 days of advance notice shall be provided; however, the complainant may request less than 20 days of notice in order to expedite the hearing. Upon receiving a hearing request, the Office of Appeals sends advance notice to the complainant and to the local office supervisor. The notice shall include all of the following information:

- The date, time, and place of the hearing;
- The name of the hearing officer;
- The complainant's right to legal counsel or to have the case presented by any person he or she chooses;
- The name, address and phone number of the person to notify when the complainant or representative is unable to attend the hearing;
- Information that the hearing request will be dismissed if the complainant or their representative fails to appear for the hearing without good cause;
- An explanation of hearing procedures; and
- Notification that the complainant or their representative may request copies of pertinent, non-confidential state documents needed in preparing for the hearing.

A complainant who wishes to withdraw a request for a hearing must do so in writing, either in the resolution section of the *Regular Employee Grievance Report* (JA-047) or in a letter to the FS E&T Program. The DES Office of Appeals will not cancel a hearing on its own initiative unless the hearing request was made after the specified time periods.

Appeals

All hearing decisions may be appealed within 20 calendar days from the date of the receipt of the state's written decision. Complainants must send their **appeals** to the Office of Administrative Law Judges. **Copies** must be sent to the Assistant Secretary for Employment & Training and the Assistant Secretary for Family Support. Appeals must include the following information:

- The full name, address, and telephone number of the complainant;
- Provisions of the Social Security Act or regulations believed to have been violated;
- A copy of the original complaint filed with the state; and
- A copy of the state's finding and decision regarding the complaint.

The Office of Administrative Law Judges will request from the state the entire administrative record of the complaint being appealed. The state shall also send copies of this record to the Assistant Secretary for Employment and Training and the Assistant Secretary for Family Support.

The Assistant Secretary for the Employment Administration shall, upon receipt of a copy of the appeal and a copy of the state's administrative record, investigate and when appropriate, file a brief or report with the Office of Administrative Law Judges.

The decision of the Office of Administrative Law Judges is the final decision of the Secretary of Labor and shall be sent to the complainant, the state agency, and the Assistant Secretary for Family Support, Department of Health and Human Services, for appropriate action.

811 ISSUE RESOLUTION

Issue resolution is the process by which disagreements or misunderstandings are resolved between Program participants and staff. This process shall begin on the date of the written or verbal request from a Program participant. Staff shall refer to the procedures in the Food Stamp Employment and Training Users Guide for completion of the resolution process.

Program disqualification shall not occur as a consequence of a participant's request for issue resolution. Program participants must continue participating in scheduled activities during issue resolution.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



FOOD STAMP EMPLOYMENT AND TRAINING PROGRAM

PROGRAM INSTRUCTIONS:
DES 2-1-14.900

SUBJECT: ACRONYMS AND DEFINITIONS

900 ACRONYMS AND DEFINITIONS

This section includes commonly used acronyms and definitions used throughout the Food Stamp Employment and Training Policy Manual.

901 ACRONYMS

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

A & AA	Aging & Adult Administration
AA	Associates of Arts Degree
AAS	Associate of Applied Science
ABAWD	Able Bodied Adults Without Dependents
ABE	Adult Basic Education
ABLE	Adult Basic Learning Examination
ACYF	Administration for Children Youth and Families
ADA	Americans with Disabilities Act
ADE	Arizona Department of Education
ADES	Arizona Department of Economic Security
ADOA	Arizona Department of Administration
AG	Attorney General
AHCCCS	Arizona Health Care Cost Containment System
AIB	Arizona Industries for the Blind
AKA	Also Known As
A/R	Applicant/Recipient
AP	Assistance Payments or Absent Parent
APS	Adult Protective Services
ASM	Assessment
AZCCATS	Arizona Child Care Automated Tracking System
AZTECS	Arizona Technical Eligibility Computer System
BCIS	Bureau of Citizenship and Immigration Services (United States Department of Homeland Security)
BE	Basic Education
BIA	Bureau of Indian Affairs
CA	TANF Cash Assistance
CAP	Community Action Program or Corrective Action Plan
CAP2	Case Profile Screen (Page 2) (AZTECS screen)
CBO	Community Based Organization
CCA	Child Care Administration
CCR&R	Child Care Resource & Referral
CHEP	Cuban/Haitian Entrant Program
CLS	Client Legal Service
CNA	Certified Nurses Aide
CO	Central Office
COE	Cost of Employment
CPS	Child Protective Services

CS	Child Support or Client States
CSA	Community Service Administration
CSAM	Community Service Administration Management Information System
CSN	Client States None
CSP	Community Service Programs
DACS	Division of Aging & Community Services
DBF	Division of Business and Finance
DBME	Division of Benefits & Medical Eligibility
DCFS	Division of Child and Family Services
DCSE	Division of Child Support Enforcement
DCYF	Division of Children, Youth and Families
DDA	Division of Data Administration
DDD	Division of Developmental Disabilities
DES	Department of Economic Security
DERS	Division of Employment and Rehabilitation Services
DHS	Department of Health Services
DMC	District Medical Consultant
DO	District Office
DI	Disability
DOA	Department of Administration
DOC	Department of Corrections
DOE	Department of Education
DOL	Department of Labor
DOT	Dictionary of Occupational Titles
DV	Domestic Violence
DVOP	Disabled Veterans Outreach Program
EA	Emergency Assistance
EBT	Electronic Benefit Transfer
EBCI	EBT Card Inquiry (AZTECS screen)
EBCM	EBT Card Maintenance (AZTECS screen)
EBDI	EBT Direct Deposit Inquiry (AZTECS screen)
EBPI	EBT Payee Inquiry (AZTECS screen)
EBPM	EBT Payee Maintenance (AZTECS screen)
EBRE	EBT Reinstatements (AZTECS screen)
EBTH	EBT Transaction History (AZTECS screen)
EC	Enterprise Community
EEO	Equal Employment Opportunity
EI	Eligibility Interviewer (Family Assistance Administration)
EIC	Earned Income Credit
EITC	Earned Income Tax Credit
ECDP	Employment and Career Development Plan
EA	Employment Administration
ES	Employment Services
ESL	English as a Second Language
ESOL	English for Speakers of Other Languages
EZ	Employment Zone
EZTC	Enterprise Zone Tax Credit
FAA	Family Assistance Administration
FEI	Federal Employer Identification Number
FHA	Federal Housing Administration
FICA	Federal Insurance Contributions Act (Social Security Tax)
FII	Family Investment Initiative

FLSA	Fair Labor Standard Act
FMCS	Financial Management Control System
FMW	Federal Minimum Wage
FPL	Federal Poverty Level
FS	Food Stamps
FS E&T	Food Stamp Employment and Training Program
FY	Fiscal Year
GA	General Assistance
GATB	General Aptitude Test Battery
GE	Geographically Exempt
GED	General Equivalency Diploma
GPA	Grade Point Average
HHS	Health and Human Services
HOH	Head of Household
HOSU	<u>H</u> ousehold <u>S</u> ummary (AZTECS screen)
HSS	Human Service Specialist
HUD	Housing and Urban Development
HV	Home Visit
IAPES	International Association of Personnel in Employment Security
ID	Identification
INS	Immigration and Naturalization Service
IP	In Person
IRS	Internal Revenue Service
ISA	Interagency Service Agreement
ISO	Integrated Services Office
JAS	Jobs Automated System
JSAS	Job Service Automated System
LIBL	Lifetime Benefit Limit
LIEAP	Low Income Energy Assistance Program
LMI	Labor Market Information
LO	Local Office
LOC	Local Office Coordinator
LOP	Local Operating Procedures
LPN	Licensed Practical Nurse
MAO	Medical Assistance Only
MIS	Management Information System
MOU	Memorandum of Understanding
MSFW	Migrant Seasonal Farm Worker
MVD	Motor Vehicle Division
N/A	Not Applicable
NEW	Native Employment Works Program
NOAA	Notice of Adverse Action
NON-HOH	Non-Head of Household
NORE	<u>N</u> otice <u>R</u> equest (AZTECS screen)
OARC	Office of Accounts Receivable & Collections
OC	Open Continuous
OEO	Office of Equal Opportunity
OP	Overpayment
OSI	Office of Special Investigations
OTR	Occupational Training Referral
PA	Public Assistance or Program Administrator
PAN	Personal Account Number

PAAR	Public Assistance and Administration Revolving Fund
PI	Primary Informant
PIC	Private Industry Council
PIN	Personal Identification Number
PP & T	Policy, Planning and Training
PRA	Personal Responsibility Agreement
PRWORA	Personal Responsibility & Work Opportunity Reconciliation Act
PCN	Participant States None
PWE	Primary Wage Earner
QA	Quality Assurance
QC	Quality Control
QR	Quality Review
RFP	Request for Proposal
RFV	Request for Verification
RN	Registered Nurse
RON	Reschedule Opportunity Notice
RPM	Regional Program Manager
RRP	Refugee Resettlement Program
RSA	Rehabilitation Services Administration
RSDI	Retirement Survivor's Disability Insurance
SDA	Service Delivery Area
SDX	Security Data Exchange
SSA	Social Security Administration
SSI	Supplemental Security Income
SSN	Social Security Number
SKA	Skills, Knowledge and Abilities
STCS	Short Term Crisis Services
TABE	Test of Adult Basic Education
TANF	Temporary Assistance for Needy Families
TAPP	Tribal Assistance and Projects Program or Teen-Aged Parent Program
TC	Tuberculosis Control
TCC	Transitional Child Care
TI	Time Limited Food Stamps
TMA	Transitional Medical Assistance
TPEP	Two Parent Employment Program
TRE	Training Related Expenses
TWEP	Tribal Work Experience Program
UI	Unemployment Insurance
UM	Unwed Minor Parents
WE	Work Experience
VA	Veterans Administration
VE	Vocational evaluation
VOS	Virtual OneStop System
VR	Vocational Rehabilitation
WERE	Welfare Reform (AZTECS screen)
WIA	Workforce Investment Act
WIB	Workforce Investment Board
WOTC	Work Opportunity Tax Credit
WtW	Welfare to Work
YFC	Young Families CAN

902 DEFINITIONS

Able-Bodied Adult	A person 18 through 49 years of age, who has no dependent children and is physically and mentally fit for employment.
Adult Basic Education	Basic or remedial education, which is expected to improve the participant's basic literacy level to at least a grade 8.9 level.
Advance Notice	Advance notice must be given 10 days before the proposed action is to take effect and indicate the reason for intended action. The time limit shall expire before the payment mailing date of the effective month.
Adverse Action	The reduction, suspension, or termination of Food Stamps or the assignment of a protective payee.
Agency	The Department of Economic Security.
Aged Account	An EBT account which has had no activity for 30 days.
Alien (Qualified)	A non-citizen with permanent resident status and certain others legally admitted to the United States by the United States Immigration and Naturalization Service, who are eligible for Food Stamps.
Alien (Ineligible)	Legal non-citizens with temporary status or those who fail to provide verification of eligible status and who are, therefore, ineligible for Food Stamps.
Alien (Illegal)	A person who is known to be under a formal Immigration & Naturalization Service (INS) order of deportation.
Annualized Income	A method of determining an estimated amount of income.
Anticipating Income	A method of determining income already received by the assistance unit and any income the assistance unit is reasonably certain to receive during a period.
Applicant	A person who has applied, directly or through their authorized representative, for Food Stamps for himself, herself or others.
Application Date	The date the FAA local office in received an application for Public Assistance (CA), Food Stamps, or medical assistance.
Assessment	The evaluation of a FS E&T Program participant by staff to determine employability potential, the need for employment, training, and social services, and the development of the <i>ECDP</i> .
Assistance Unit	The Food Stamp unit including everyone in the household. This includes members of the STANDARD FILING UNIT who are eligible for Food Stamps and any other members of the HOUSEHOLD who have voluntarily applied for and who meet eligibility requirements. It also includes any person excluded involuntarily, such as a disqualified person or an ineligible alien.

AZTECS	The Arizona Technical Computer System (AZTECS) is the computerized eligibility determination system for Food Stamps, cash assistance, and medical assistance. AZTECS interfaces with JAS for the purpose of sharing information and Program referrals.
Authorized Representative	An individual authorized by an applicant/recipient (A/R) to accompany and assist during the application process and re-determination of eligibility for Food Stamps, cash assistance, and/or medical assistance. The authorized representative may complete and sign the application; and when accompanied by the A/R, represent him/her in contacts with DES.
Average Income	A method of estimating the average income by measuring all income and dividing by a certain number of months i.e., average annual income.
AZCCATS	The Arizona Child Care Automated Tracking System (AZCCATS) is the mainframe computer system used by the Child Care Administration to track and maintain data for the child care caseload.
Basic Literacy Level	A literacy level that allows a person to function at least an 8.9 grade level.
Benefit Month	The calendar month in which Food Stamps are issued.
Calendar Quarter	One of four three-month periods within the 12 month calendar year. The calendar quarters are January through March, April through June, July through September, and October through December.
Calendar Week	A period of 7 consecutive calendar days, beginning on any day of the week.
Calendar Year	A period of 12 months, beginning with January 1 and ending December 31.
Case Closure	The removal of an individual from the FS E&T Program.
Case Record	The record maintained for each participant during the course of his/her participation in the FS E&T Program.
Collateral Contact	An individual, agency, or organization contacted to confirm statements presented by the applicant and/or recipient.
Color of Law	A legal status which immigrants may claim when they can satisfactorily prove they have continuously resided in the United States for a specified period of time. Federal regulations govern who can be considered a legal resident under this status.
Commuting Time	The amount of time it takes to commute to and from home to work and/or the training site. This does not include the time required to transport a child to and from a child care facility.

Co-Payment	The portion of the bill the family must pay to the provider of services, determined by DES and based on the family's income.
Current Support	Court-ordered child support which has been assigned to the State of Arizona for any month in which the family receives cash assistance. Cash assistance recipients may not receive cash assistance and child support in the same month. This is an either or benefit option for parents and caretakers.
Denial	The formal disapproval of an application for Food Stamps, cash assistance or medical assistance.
Department	The Arizona Department of Economic Security (ADES).
Dependent Child	A dependent child is any child under 19 and when 18 meets student requirements and for whom Food Stamps is being requested.
Disqualification	A reduction or termination of Food Stamp benefits due to non-compliance.
Doctor	A licensed physician for Program purposes is limited to medical doctors, doctors of osteopathy, doctors of naturopathic medicine, chiropractors, psychiatrists, board-certified psychologists, physician assistants or authorized personnel acting on the doctor's behalf.
Earned Income	Compensation received as wages, salary, commission, or profit from employment or self-employment.
EBT	The distribution of Food Stamps, cash assistance, TRE, and FLSA benefits to participants via a Quest debit card.
Eligibility Interviewer	The FAA employee responsible for determination of eligibility for Food Stamps, cash assistance, medical assistance, and participant referral to the FS E&T Program.
ECDP	A written plan for a FS E&T Program participant in which the actions necessary to reach the goal of finding and maintaining employment are outlined. It includes FS E&T Program activities and supportive services necessary to support the defined employment goals.
ESL or ESOL	English as a Second Language or English for Speakers of Other Languages. Classroom training for individuals whose primary language is not English and who lack sufficient English speaking skills.
Fair Hearing	The process of review of a participant's situation by a third impartial party for the purpose of deciding whether or not the action taken or intended by the Department is correct.
Felony	Any offense punishable by death or imprisonment for a term exceeding one year.

Filled Work Slot	A bona fide educational, training, or work experience opportunity to which an ABAWD reports and begins his/her activity.
Follow-Up Contact	Contact made with the participant at 30, 60 and 90 days after entering employment of an anticipated duration of 90 days or more.
FS E&T	The Food Stamp Employment and Training Program is designed to engage participants in assigned work activities as a condition for receiving Food Stamps.
GED	A General Equivalency Diploma awarded upon completion of a series of 5 tests that demonstrate high school skills equivalency.
General Assistance (GA)	Cash assistance financed by state funds for a certified temporary disability.
Good Cause	Reasons deemed acceptable and verified by the FS E&T Program, which prevented a participant from participating in work activities and/or accepting employment.
Grievance	An issue initiated by an employee to resolve displacement complaints.
Gross Income	The total income earned by an individual prior to any deductions.
Household	Any group of people who live together in the same dwelling, regardless of relationship or eligibility for Food Stamps.
Immigration and Naturalization Service (INS)	INS, regulated by the United States Department of Justice, determines the legal residency status of persons immigrating into the United States.
Indian Tribe	Any Indian tribe or band on a reservation holding a treaty with a state government or recognized as eligible for federal programs and services provided to Indians.
Institution of Higher Education	An institution which normally requires a high school degree or GED (colleges, universities, technical or trade schools) that admits persons age 16 or older and which are legally authorized or recognized in Arizona as providing post secondary education, or a program of training designed to prepare the student for gainful employment.
Initial Interview Process	The initial process that must be completed at registration and includes the completion of the <i>Self-Survey (JA-001)</i> form, the <i>Rights and Responsibilities (JA-002)</i> form, and the <i>ECDP (JA-010)</i> .
ISA	An Interagency Service Agreement is an agreement between state agencies, such as DES and DOE, for providing services such as education and training.
Itinerant Site	A location which is periodically served by staff from a larger office.

JAS	The Jobs Automated System tracks planned services and activities provided to the participant, as well as participant progress.
Misdemeanor	Criminal offenses of a lesser charge than felonies and generally those punishable by a fine, probation, or community service.
Overpayment	A payment in excess of what the recipient was eligible to receive.
Participant	A Food Stamp recipient who is participating in FS E&T Program activities.
Prorate	Dividing the income and/or expense by the number of months covered to obtain the monthly amount or dividing income or expenses of a household member by the total number of household members to obtain the benefit amount assigned to each person.
Provider	A facility which provides services such as education, training, clothing, tools, or child care.
Recipient	An individual who is receiving Food Stamps allotments.
Recoupment	An automated procedure by which monthly benefits are reduced by the agency to repay an overpayment.
Refuge	A foreign national who, due to fear of prosecution, has been admitted into the United States by the INS as a refugee or has been granted voluntary departure status by the INS as a refugee.
Registration	Occurs when a Food Stamps applicant or recipient initially reports to the FS E&T Program office and is registered in JAS.
RSDI	Retirement, Survivor's Disability Insurance benefits paid by the Social Security Administration, under Title II of the Social Security Act, to retired or disabled wage earners or surviving children/spouses of wage earners. The wage earner must have contributed to the social security fund in order for benefits to be paid.
SSI	Supplement Security Income is monthly cash payments made under the authority of Title XVI of the Social Security Act, as amended, to the aged, blind, and disabled. A federally financed public assistance program. The recipient need not have contributed to the Social Security Fund to be eligible for SSI benefits.
TANF	Temporary Assistance for Needy Families is cash assistance. TANF was established by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) [1996], to replace Aid to Families with Dependent Children (AFDC) entitlements.
TRE	Training Related Expenses is an allowance to assist a Program participant in covering training expenses that are incurred as a result of Program participation.

TMA	Transitional Medical Assistance is a program that provides AHCCCS for a limited period of time after the individual has become employed and the Food Stamp case has closed.
TPEP	The Two Parent Employment Program consists of households in which two parents reside with at least one child in common and both parents are able to work. At least one parent has a tie to the labor force.
United States Citizen	A person who was born or naturalized in the United States, the District of Columbia, Puerto Rico, Guam, Northern Marianna Islands, or the Virgin Islands of the United States and has maintained his/her United States citizenship status.
Work Experience	An FS E&T Program activity which provides participants with an opportunity to gain work experience that will assist them in obtaining full-time employment.